

## **Complaint about childcare provision**

Ref: 106951/5438193

Date: 12 May 2023

### **Summary of outcome**

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 5 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 12 May 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 19 May 2023:

- ensure that the risk assessment process is effective in identifying and minimising all potential hazards to children, particularly in relation to the security of the premises.

We will monitor the provider's response to ensure the action is successfully completed.

During the call on 12 May 2023, we also found the provider was not meeting some of the other requirements and had already taken action to put this right. The provider now makes sure that staff understand the procedures to record all accidents and incidents at the nursery and that they inform parents on the same day or at the earliest opportunity after first aid is given.

On 19 May 2023, the provider responded to the action set. We found that the provider had updated their risk assessment procedures for the arrival and departure of children. They have introduced new processes to help ensure children are adequately supervised. We are satisfied the provider has met the safeguarding and welfare action raised.

The provider is still registered with Ofsted.

### **Publication of complaints**

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).