

Complaint about childcare provision

Ref: 2555574/5350597

Date: 8 June 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.

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 16 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 06 June 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 27 June 2023:

ensure effective and consistent systems are in place to ensure that practitioners, and any other person who may have regular contact with children are suitable

ensure Ofsted is provided with relevant information so vetting processes can be completed for all committee members, to ensure their suitability

ensure appropriate public liability insurance is always in place

implement a rigorous system for risk assessment to ensure the safety of all children and identify, remove, or minimise all risks and hazards, specifically in the outdoor areas.

The provider will be able to give parents further information about this.

On 28 June 2023, the provider responded to the actions set.

We found that the provider had improved their knowledge and understanding of vetting processes to assure the suitability of committee members, had taken action to ensure risk assessments are effective, and demonstrated that appropriate insurance is in place.

We are satisfied the provider has met the safeguarding and welfare actions 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](#).