

Complaint about childcare provision

Ref: EY448830/5465688

Date: 7 July 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 15 June 2023, we received concerns that the provider was not meeting some of these requirements.

On 26 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. The provider will be able to give parents further information about this.

Actions needed by 10 July 2023:

ensure all risk assessments are effective in identifying potential risks and hazards to children and staff, and take steps to remove and minimise these

comply with fire safety requirements and ensure staff and children are given opportunities to practise evacuation procedures in the case of a fire or other emergency

ensure at least half of the staff working with children under 2 years of age have received training that specifically addresses their care needs.

On 10 July 2023, we received information from the provider detailing steps they had taken to meet the actions.

This showed that the provider had met the actions. We found that the provider had improved their management of risk assessments and were complying with fire safety requirements to keep children and staff safe. At least half of all staff have completed specific training to support them in caring for children under 2 years of age.

We are satisfied the provider has met the safeguarding and welfare actions raised.

This 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](#).