

Complaint about childcare provision

Ref: EY472362/5491807

Date: 22 August 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 13 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 8 August 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 within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 25 August 2023:

- ensure all risks and hazards to children's safety are identified, removed or minimised, particularly in the outside area
- improve the sharing of information with parents, particularly the staffing arrangements in the setting and details for who to contact in an emergency.

On 21 August 2023, the provider responded to the actions set. We found that the provider had improved their risk assessment procedures. Additionally, they now ensure parents are well informed of their staffing arrangements and contact details.

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](#).

