

Complaint about childcare provision

Ref: 2736217/5499160

Date: 4 September 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 24 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 10 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.

Actions needed by 22 August 2023:

- develop staff's knowledge and understanding of risk assessments in relation to when mixing the different age groups of children to help keep all children safe
- organise the routines effectively to meet children's individual needs.

On 16 August 2023, the provider responded to the actions set. We found that the provider has taken steps to improve staff's knowledge and understanding of risk assessment and how to organise the routines to meet children's needs.

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](#).