

Complaint about childcare provision

Ref: 2548515/5503069

Date: 21 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 1 August 2023, we received concerns that the provider was not meeting some of these requirements.

On 9 August 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 25 August 2023:

- take steps to ensure that risks to children's safety are identified, removed or minimised
- improve the support and training for staff, particularly in the baby room, to ensure all staff have a good understanding of their roles and responsibilities.

On 24 August 2023, the provider responded to the actions set. We found that the provider had updated their risk assessments and removed any items that were a risk to children. Further support and training had also been given to the staff in the baby room to ensure all staff now have a good understanding of their roles and responsibilities.

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](#).

