

Complaint about childcare provision

Ref: 2501163/5524214

Date: 3 October 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 31 August 2023, we received concerns that the provider was not meeting some of these requirements.

On 19 September 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 28 September 2023:

ensure you have appropriate insurance that is in date to cover all premises from which you provide childcare

make sure staff who take charge in the manager's absence have thorough induction training that helps them to understand their roles and responsibilities effectively

demonstrate how you are managing risks and accidents to children to keep them safe in your care.

We will monitor the provider's response to ensure the actions are successfully completed.

On 29 September 2023, the provider responded to the actions set. We found that the provider had appropriate insurance that is in date to cover all premises from which childcare is provided. Changes have been made to the induction training for staff who take charge in the manager's absence. This now helps to ensure that they fully understand their role and responsibilities. The deputy manager was also able to demonstrate the changes made to how they risk assess any accidents and incidents to children to keep them safe in their care.

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](#).