

Complaint about childcare provision

Ref: 2655473/5547702

Date: 11 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 6 October 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 20 October 2023:

- implement robust risk assessments to minimise the risk of harm to children, and ensure all risks and hazards to children's safety are identified, removed, or minimised in a timely way
- ensure the deployment of staff is effective in meeting the needs of all children.

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

On 12 October 2023, the provider responded to the actions set. We found that the provider had implemented thorough risk assessments and spot checks to ensure that staff are adequately deployed across the setting to meet the needs of the children.

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

The provider will be able to give parents further information about this. 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](#).