

Complaint about childcare provision

Ref: EY488080/5543543

Date: 6 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 25 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 3 October 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.

Actions needed by 17 October 2023:

- record all required information related to Disclosure and Barring Service checks for staff, including the date it was received and who obtained it
- ensure risk assessments are robust in order to identify all risks, including in the outside area, and these are understood by all staff.

On 18 October 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the actions raised at the last regulatory visit.

The provider responded to the actions set. We found the provider has improved arrangements for risk assessments. Staff consider risk assessments when carrying out activities and experiences so children remain safe at all times. The provider has recorded all information in relation to Disclosure and Barring Service checks for all staff and ongoing suitability checks are on place.

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](#).