

## **Complaint about childcare provision**

Ref: 2690502/5558049

Date: 26 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](http://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 11th October 2023, we received concerns that the provider was not meeting some of these requirements. On 18th October 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 15th November 2023: improve leaders understanding of responsibilities under the data protection regulations and ensure personal information is handled securely and confidentially

On 20th October 2023, we received further concerns that the provider was not meeting some of these requirements.

On 24th 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.

The provider is still registered with Ofsted.

Actions needed by 21 November 2023:

- ensure all fire safety procedures are adhered to at all times including removal of any blockages to fire exits
- ensure all staff working with babies have received the relevant training to do so
- improve partnership working with parents to ensure all parents access the necessary information about their child

## **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](#).