

Complaint about childcare provision

Ref: EY562512/5547451

Date: 20 November 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 29 September 2023, we received information that suggested that the provider may not be meeting some of these requirements.

On 30 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 17 November 2023

- ensure that the premises including the outdoor space are appropriately organised and fit for purpose
- ensure children are in sight or hearing at all times
- implement effective risk assessments of the home to ensure that children are not exposed to risks and be able to inform and demonstrate this to parents and inspectors
- ensure information is available to share with parents and other professionals including Ofsted to ensure children's safety and that their needs are met.
- ensure children are kept safe while on outings, and effective risk assessments are in place

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

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](#).