

Complaint about childcare provision

Ref: 2603373/5605896

Date: 6 December 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 1 December 2023 we received concerns that the provider was not meeting some of these requirements

On 5 December 2023, we carried out a regulatory telephone call. 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 8 December 2023:

- implement an emergency evacuation procedure that considers the needs of all children to ensure they can be safely evacuated from the building in the event of an emergency
- implement an effective procedure to identify risks within the environment, and ensure that all reasonable steps are taken to remove or minimise these.

On 12 December, we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare actions raised. We found that the provider had put in place appropriate processes to evacuate all children from the building in the event of an emergency and had taken steps to identify and minimise risks to children in the environment to help keep them safe.

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](#).