

Complaint about childcare provision

Ref: EY482576/5578392

Date: 15 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 2 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 13 December 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken some action to put this right. The provider has taken steps to ensure the building is compliant with fire safety regulations.

However, the provider was still not meeting some of the requirements. We have issued an action for the provider to take.

Actions needed by 22 December 2023:

- take all reasonable steps to ensure children are not exposed to risks, with particular regard to the outdoor area.

On 20 December 2023, the provider responded to the action set. We found that the provider had taken all reasonable steps to ensure children are not exposed to risks. This included updating staff knowledge around risk assessments. We are satisfied the provider has met the safeguarding and welfare action 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](#).