

## **Complaint about childcare provision**

Ref: EY553806/5683820

Date: 2 April 2024

### **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 13 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 25 March 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 25 April 2024:

- ensure all areas of the premises, are suitable for children, fit for purpose and comply with health and safety requirements
- ensure all aspects of the environment, including outdoor storage areas are clear of rubbish and broken toys and identified risks are removed.

On 19 April 2024, the provider responded to the actions set. The provider confirmed they have made the necessary improvements to the premises. The areas used by the children are clear of rubbish and broken toys.

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](#).

