

Complaint about childcare provision

Ref: 322360/5859202

Date: 21 November 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 30 October 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, health and safety and suitability of premises, environment and equipment.

On 19 November 2024, we conducted a regulatory visit. We found that the provider has risk assessments and procedures in place. These are routinely shared with staff during their induction and meetings. The provider makes sure that staff know and understand their roles and responsibilities.

We also found that the provider was not meeting some of the requirements and had taken action to put this right. Following a pest control visit, the provider temporarily closed the setting and worked with local authority agencies to eradicate the problem. The provider has subsequently revised the risk assessments and procedures for reporting concerns, and checking the suitability of the premises, environment and equipment. Staff have undertaken a range of training opportunities including refreshing their knowledge around food hygiene. In addition, new arrangements are in place for mealtimes. The provider has collaborated with staff to bring about these changes, consequently they are aware of their new roles and responsibilities. The provider will be able to give parents further information about this. We are satisfied with the action taken.

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.