

Complaint about childcare provision

Ref: 2505619/5443148

Date: 10 July 2023

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 16 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 7 June 2023 we carried out an unannounced 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. The provider is still registered with Ofsted.

Actions needed by 21 June 2023:

- provide Ofsted with the relevant details of any person who has regular contact with children, including any household members, so that the necessary suitability checks can be completed
- maintain an accurate daily record of children's hours of attendance
- take action to ensure the safety of all children and identify, and remove or minimise, all risks and hazards to children's health and safety, with particular regard to rodents.

On 21 June 2023, the provider responded to the actions set. We found that the provider had put measures in place to ensure children are kept safe and potential risks are minimised. Attendance registers are now accurately maintained and details have been provided to Ofsted to enable their suitability to be assessed.

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](#).