

Complaint about childcare provision

Ref: 252189/5441576

Date: 5 July 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 15 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 14 June 2023, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. We served a welfare requirements notice. This is a legal notice that requires the provider to act within the timescales set out. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 4 July 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last inspection. We found that the provider had met the actions. They have implemented a new system to ensure a daily record of children's attendance is maintained. They have considered the use of mobile phones within the setting and have implemented a new policy and procedure to ensure their appropriate use. The provider has improved their risk assessment processes so that hazards are quickly identified and addressed. They have secured their premises which means that unauthorised individuals cannot enter and children cannot leave unaccompanied. The provider has reviewed and improved procedures for supporting children's individual care needs. 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](#).

