

Complaint about childcare provision

Ref: 2550444/5529402

Date: 17 October 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 8 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 26 September 2023, 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 16 October 2023:

- ensure that effective risk assessment procedures are implemented, and action taken to identify and minimise or remove hazards to children, for example, trailing wires
- maintain a daily record of the name of children being cared for and their hours of attendance and the names of each child's key person.

The provider is still registered with Ofsted.

On 3 November 2023, we contacted the provider to discuss the action taken. We found that the provider had improved safety for children by removing the trailing wires and was maintaining a daily record of children's attendance. 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](#).