

## **Complaint about childcare provision**

Ref: 2590767/5731893

Date: 13 June 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](https://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 May 2024, we received concerns that the provider was not meeting some of these requirements. Also, that the provider was not meeting other legal obligations in relation to Health and safety legislation.

On 11 June 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. The provider is still registered with Ofsted.

Actions needed by 25 June 2024

ensure children are not exposed to potential risks, particularly accessible cleaning products and the exposed pipes from the boiler in the playroom

keep a daily record of the names of the children being cared for on the premises and their hours of attendance.

We will monitor the provider's response to ensure the actions are successfully completed.

On 8 July 2024, the provider responded to the actions set. We found that the provider had taken appropriate action to remove identified risks and hazards to children. The provider now has a procedure to record the names of the children being cared for on the premises and their hours of 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](#).