

Complaint about childcare provision

Ref: 2651922/5755986

Date: 18 July 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 14 June 2024, we received concerns that the provider was not meeting some of the requirements.

On 10 July 2024, we carried out a regulatory visit. We found that 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 19 July 2024:

- identify and take all reasonable steps to reduce and manage risks to children to ensure their safety
- keep a daily record of the names of the children being cared for and their hours of attendance.

On the 20 July 2024, the provider responded to the actions set. A daily record of the hours children attended is now in place. The provider had also completed a risk assessment and taken steps to reduce risks to children including reinforcing her expectations of the routine to keep children safe. 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](#).