

Complaint about childcare provision

Ref: 2695895/5889751

Date: 10 January 2025

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 <http://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 26 November 2024, we received concerns that the provider was not meeting requirements relating to the Safety and suitability of premises, environment and equipment.

On 8 January 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 22 January 2025:

- ensure the temperature of the indoor provision is at a safe and suitable level for children and staff
- ensure that all fire exits are clearly labelled, and evacuation routes are clear from hazards that could delay a safe exit of the premises
- ensure risk assessments effectively identify hazards to children and that staff respond to manage any risks and hazards appropriately

On 28 January 2025, we carried out a regulatory visit. We found that the provider had taken appropriate steps to ensure the temperature of the pre-school room was at a safe and suitable level for children. The provider has also ensured that all fire exits are clearly labelled, and evacuation routes are free from hazards. Additionally, the provider has reviewed risk assessments to ensure any risks and hazards are now managed appropriately.

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](#).