

Complaint about childcare provision

Ref: 2710812/5577352

Date: 21 November 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 01 November 2023 we received concerns that this provider was not meeting some of these requirements. On 14 November 2023 we carried out a regulatory visit and found the provider was not meeting some of these 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.

Actions needed by 30 November 2023

- ensure the building is suitably secured at all times so that unauthorised visitors cannot gain access
- ensure that the risk assessment process is effective in identifying and minimising all potential hazards that children and staff are exposed to.

On 05 December 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. We found that the provider had taken action to ensure that unauthorised visitors could not gain access to the building. The provider had reviewed their risk assessment processes and had taken action to minimise the potential hazards. 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](#).