

Complaint about childcare provision

Ref: 2750268/5660646

Date: 5 March 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 15 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 27 February 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We 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. The provider is still registered with Ofsted.

Actions needed by 22 March 2024:

- ensure risk assessments identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised
- ensure staff understand their roles and responsibilities, particularly with regard to managing risks in the setting
- ensure fire exits are clearly identifiable, and fire doors free of obstruction and easily opened from the inside.

We visited the provider on 28 March 2024 to monitor compliance with the actions in the welfare requirements notice. We found that the provider had taken sufficient action to meet the requirements.

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](#).