

Complaint about childcare provision

Ref: EY344351/5337601

Date: 12 January 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 30 December 2022, we received concerns that the provider was not meeting some of these requirements.

On 10 January 2023, 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. The provider is still registered with Ofsted.

Actions needed by 19 January 2023:

- improve arrangements for risk assessment to help identify, remove or minimise risks to children throughout the premises, with particular regard to the storage of toys, resources and hazardous household products and the garden pond
- ensure the premises are fit for purpose, with specific reference to the organisation of space, so that children can play, learn and rest in comfort and safety.

On 24 January 2023, we visited the provider to monitor their compliance with the actions. We found that the provider had taken sufficient action to improve arrangements for risk assessment by removing and minimising the hazards to children and had ensured the premises are fit for purpose and safe for children throughout.

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](#).