

Complaint about childcare provision

Ref: 2721907/5660419

Date: 12 April 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 15 March 2024, 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.

Actions needed by 5 April 2024:

- implement a robust risk assessment process to ensure that the manager and staff take appropriate action to remove or minimise hazards to children
- ensure staff support children's health and well-being, with particular regard to the hygiene and cleanliness of play equipment and children's sleeping facilities
- revise key-person arrangements to ensure young children's care and well-being are prioritised and met, and that care routines promote their dignity.

On 10 April 2024, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last regulatory visit. We found that the provider had improved their knowledge and understanding of risk assessments and fully understands their responsibilities. The key person approach now supports children's health and well-being effectively.

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](#).