

Complaint about childcare provision

Ref: 2683676/5811647

Date: 25 September 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 23 August 2024, we received concerns that the provider was not meeting requirements.

On 27 August 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has updated several policies and procedures. The provider has revisited and updated risk assessments and completed specific training with staff, including supervision of children.

Additionally, changes have been made to how children are supervised when using the staircase. A new handrail has also been put in place for added safety.

At the regulatory visit we also found that some required documentation had not been retained in line with legal requirements. The provider has now addressed this issue through staff training and amending recording and retention of information procedures to ensure this does not happen in the future.

The provider will be able to give parents further information about this.

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](#).