

Complaint about childcare provision

Ref: EY551208/5855635

Date: 16 December 2024

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 18 October 2024, we received concerns that this provider was not meeting some of these requirements. On 16 December 2024, we carried out an unannounced regulatory visit. Following this visit, we issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

■ Actions needed by 23 December 2024:

take all reasonable steps to ensure staff and children in their care are not exposed to risks and demonstrate how they are managing risks; risk assessments should 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

provide suitable hygienic changing facilities for changing any children who are in nappies

ensure that their premises, including outdoor spaces, are fit for purpose and suitable for the age of children cared for and the activities provided on the premises, and comply with requirements of health and safety legislation, including hygiene requirements.

ensure all fire exits and fire doors are free of obstruction and easily opened from the inside.

On 8 January 2024, the provider confirmed they had taken appropriate measures to address the actions raised.

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](#).

