

Complaint about childcare provision

Ref: EY544749/5870845

Date: 16 January 2025

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 <http://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 5 November 2024, we received concerns that the provider was not meeting requirements relating to Safety and suitability of premises, environment and equipment, Safeguarding policies and procedures, Qualifications, training, support and skills, Staff:child ratios, Health, Information and record keeping.

On 14 January 2025, 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 reviewed policies and procedures regarding accident or injury. Staff have been updated on the changes and have accessed training to refresh their understanding of accident or injury. The provider has also reviewed policies and procedures relating to food and drink in particular special dietary requirements. Staff have been updated on the changes and have accessed refresher training. We also found the provider was not meeting some of the requirements. We have issued an action for the provider to take.

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

Action needed by 28 January 2025:

- ensure risk assessments take all reasonable steps to identify risks to children and that staff have a secure knowledge and understanding of their role and responsibility in identifying and removing hazards.

On 27 January 2025, the provider responded to the action set. We found the provider had reviewed the outdoor risk assessment and completed an identified repair to a gate. A weekly manager check is now completed for the outdoor provision. All nursery staff have also received risk assessment training and have signed to confirm they understand the updated setting risk assessment. Additionally, all new or unqualified staff have received further training on dynamic risk assessment in Early Years.

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](#).