

Complaint about childcare provision

Ref: 2735050/5498385

Date: 2 August 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 31 July 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.

Actions needed by 16 August 2023:

- ensure that the premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and that you comply with the requirements of health and safety legislation
- ensure that all reasonable steps are taken to prevent unknown persons entering the setting and that children are not able to leave the premises unsupervised
- ensure that all reasonable steps are taken to ensure that staff and children are not exposed to risks, both indoors and outdoors, with particular regard to building work, exposed and hanging wires, damaged floorboards, exposed plaster and general clutter.

We will monitor the provider's response to ensure the actions are successfully completed.

The provider remains 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](#).