

Complaint about childcare provision

Ref: EY554521/4596972

Date: 20 November 2020

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 9 October 2020, we received concerns that the provider was not meeting some of these requirements.

On 13 October 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that required the provider to take the actions below within the timescales set out.

Actions needed by 31 October 2020:

Take steps to minimise hazards and risks to children's safety in the garden area.

Ensure that daily and ongoing risk assessments are effective in identifying potential risks to children safety both indoors and outdoors and that appropriate steps are taken to remove or minimise them.

On 18 November 2020 we carried out a further visit to check the provider has taken appropriate steps to meet the welfare requirements notice. We were satisfied that the provider had taken steps to meet the requirements and took no further action. 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](#).