

Complaint about childcare provision

Ref: 2526325/4829090

Date: 19 July 2021

Summary of outcome

On 2 July 2021, we received concerns that the provider was not meeting some of these requirements. On 6 July 2021, the provider made a notified to us about the same incident. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 7 July 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 21 July 2021:

- improve the risk assessments process to inform staff practice and demonstrate how risks are managed, specifically in relation to the use of the forest school areas
- ensure that risks or hazards are assessed, and steps identified to remove, minimise and manage these risks, specifically regarding the boundaries of the forest school areas.

The provider responded appropriately to the actions raised. They had erected a fence to ensure that the forest school area is fully enclosed and had improved their procedures for risk assessment for use of these areas. 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](#).