

Complaint about childcare provision

Ref: 2638539/4842024

Date: 28 July 2021

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early year's foundation stage', which you can find at <https://www.gov.uk/government/publications/early-years-foundation-stage-framework> If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 15 July 2021, we received concerns that the provider was not meeting some of these requirements. On 19 July 2021, the provider notified us of an incident at the nursery which was linked to the concern. 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 22 July 2021, we carried out a regulatory telephone call with the provider. We found the provider was not meeting requirements linked to risk assessment. We have issued an action for the provider to take.

Action needed by 5 August 2021:

ensure that all reasonable steps are taken to ensure staff and children in your care are not exposed to risks. Provider's must be able to demonstrate how they are managing risks. Where it is helpful make some written risk assessments in relation to specific issues, to inform staff practice, and to demonstrate how they are managing risks if asked by parents and/or carers or inspectors.

Ofsted has received a detailed response from the provider. We are satisfied that appropriate action has been taken to meet requirements. 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](#).

