

Complaint about childcare provision

Ref: EY436388/4900365

Date: 15 October 2021

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 21 September 2021, we received concerns that the provider was not meeting some of these requirements.

On 22 September and 29 September 2021, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We issued actions for the provider to take.

Action needed by 11 October 2021:

- ensure all staff have a robust and sound understanding of undertaking thorough risk assessments to minimise any potential risks, this includes for all areas and resources used in both indoor and outdoor areas
- provide parents and carers with factual and accurate records and details following incidents and events.

On 8 October 2021, the provider responded to the action set. We found the provider had taken appropriate action to improve staff knowledge and practice of undertaking thorough risk assessments of all areas accessed by children. The provider had also implemented systems to ensure required information is accurately shared with parents.

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](#).