

Complaint about childcare provision

Ref: EY485805/4865921

Date: 23 November 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 12 August 2021, we received concerns that the provider was not meeting some of these requirements relating to safety of equipment. On 18 August we carried out

Regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. We have issued the actions for the provider to take. The provider will be able to give parents further information about this. Actions needed by 26 November 2021:

- assess the risks which may arise to all children, with particular regard to equipment used by children in the garden, take steps to remove and/or minimise those risks and hazards
- ensure staff are deployed effectively to keep children safe, in the garden.

We will monitor the provider's response to ensure the actions successfully completed. The provider responded to the actions immediately. The provider had undertaken a thorough risk assessment and ensured all equipment used by children is safe. The provider also increased the staff to child ratio to higher than expected to ensure children are supervised safely when using the garden. The increased ratios meant staff are deployed more effectively to supervise children safely. 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](#).

