

## **Complaint about childcare provision**

Ref: 254627/5049754

Date: 15 February 2022

### **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](http://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 4 and 21 January 2022 we received concerns that this provider was not meeting some of these requirements.

On 9 February 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 23 February 2022:

ensure all reasonable steps are taken to remove or minimise potential risks to children. This includes appropriate preparation of foods offered to children, and that the positioning of play equipment does not present a hazard to children in the outside area.

The provider has responded appropriately to this action. They have adapted their risk assessments to ensure that any potential risks to children are addressed and minimised. The provider has ensured that the outside area is free from hazards and that foods offered to children are prepared appropriately to meet their individual needs.

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](#).