

## **Complaint about childcare provision**

Ref: EY240677/5177072

Date: 21 June 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 7 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 17 and 21 June 2022 we carried out a regulatory telephone call. 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 5 July 2022

- ensure that the ratio of adult to child is met for any outings, as stated in your outings policy and procedure
- improve the risk assessment for outings to include identifying the risks to specific places, in particular, where wildlife may exist.

On 29 June 2022, the provider responded to the actions set. We found that the provider had reviewed the outings policy in regards to the ratios of children on outings and had updated the risk assessment to include specific risks in the places they visit.

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](#).

