

Complaint about childcare provision

Ref: 2637894/5141362

Date: 14 July 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 21 April 2022, we received concerns that the provider was not meeting some of these requirements.

On 14 July 2022, we carried out a regulatory telephone call to discuss the concerns in detail. We found the provider was not meeting some of the requirements and had taken some action to put this right.

The provider has

- removed equipment that was unsuitable for use in the outdoor area
- updated risk assessments
- trained staff to accurately assess risks and to implement risk assessments to ensure the safety of children at all times.

Actions needed by 28 July 2022

- ensure the required information for every child is up to date and recorded, this includes the address of every parent known to the provider.

We will monitor the provider's response to ensure the action is successfully completed

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

On 19 July 2022, the provider responded to the action set. We found that the provider had reviewed the information held for every child to ensure this is correct and up to date.

We are satisfied the provider has met the safeguarding and welfare action 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](#).