

## **Complaint about childcare provision**

Ref: 2660868/5211838

Date: 25 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](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 20 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 21 July 2022, we carried out a regulatory visit. Although there were no concerns in relation to the information we received, we found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 4 August 2022:

ensure staff identify and remove all risks to children, with particular regard to the outdoor environment, baby and pre-school rooms.

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

On 10 August 2022, the provider responded to the action set. We found that staff have improved their knowledge and understanding of risk assessment and how to make sure that areas, indoors and outdoors, are safe for children.

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](#).

