

## **Complaint about childcare provision**

Ref: 2545639/5191929

Date: 12 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 23 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 12 July 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 11 August 2022:

- implement effective risk assessments relating to hygiene and safety to ensure outdoor spaces are safe and clean for children to use
- ensure that staff are deployed effectively at all times to keep children safe and ensure their needs are met
- ensure children have access to drinking water at all times in order to keep them hydrated.

On 12 August 2022, the provider responded to the actions set. We found that the provider had implemented effective risk assessments relating to hygiene and safety to ensure outdoor spaces are safe and clean for children to use. In addition, we found that staff are now deployed effectively at all times to keep children safe and ensure their needs are met. Furthermore, the provider ensures children have access to drinking water at all times in order to keep them hydrated.

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](#).