

## **Complaint about childcare provision**

Ref: EY350509/5286563

Date: 22 November 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 25 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 17 November 2022, we carried out a regulatory visit. 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. The provider is still registered with Ofsted.

Actions needed by 24 November 2022:

- update risk assessments to reflect the steps that staff take to make sure that children are supervised appropriately at all times

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

On 21 November 2022, the provider responded to the action set. We found that the provider had updated their risk assessments to reflect the actions that staff take to make sure that children are fully supervised when indoors or outdoors at the setting.

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](#).