

Complaint about childcare provision

Ref: EY550981/5351034

Date: 20 February 2023

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 16 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 20 January 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 24 February 2023:

- ensure that risk assessments take account of all potential risks, indoors and outdoors, and that these are removed or minimised as swiftly as possible.

The provider has responded appropriately to this action. They have ensured staff fully understand how to use the settings risk assessments to identify and minimise risks to children, both indoors and outdoors. Risk assessments are now checked by managers to ensure they have been undertaken promptly and all risks are reported immediately to managers.

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.