

Complaint about childcare provision

Ref: EY554032/5367428

Date: 2 March 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 29 December 2022 and 3, 10 and 17 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 23 February 2023, 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. 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.

Actions needed by 8 March 2023:

- ensure the outdoor premises is fit for purpose for all children
- give children regular access to learn and play in the outdoor environment
- take action to make sure risk assessments are robust to ensure children are not exposed to potential hazards.

On 7 March 2023, the provider responded to the actions set. The provider has reviewed the outdoor environment and implemented effective risk assessments to ensure children are safe while outdoors. Children are now given regular daily access to their outdoor environment.

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](#).