

Complaint about childcare provision

Ref: EY540556/5270779

Date: 16 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 05 October 2022 we received concerns that this provider was not meeting some of these requirements. On 17 October 2022, we carried out a regulatory visit and found the provider had not notified Ofsted of a significant event. This is a requirement of registration. We also found that risk assessments were not robust enough to help reduce or eliminate possible hazards to children. We have issued a Notice to Improve that requires the provider to ensure the safety and suitability of premises, environment, and equipment within required timescales. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.'

Actions needed by 05 December 2022: Risk assessment 3.65 improve risk assessments to ensure staff and children are not exposed to risks. Risk assessment 3.65 ensure written risk assessments in relation to specific issues, inform staff practice, and demonstrate how they are managing risks if asked by parents and/or carers or inspectors. Risk assessment 3.65 ensure risk assessments identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised.

In the providers response, they demonstrated that they have reviewed all risk assessments, retrained staff in completing risk assessments and health & safety. The provider has removed identified hazards to help ensure children's safety and well-being. We are satisfied with the action taken by the provider. 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](#).

