

Complaint about childcare provision

Ref: 2653931/5450291

Date: 25 May 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 24 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 25 May 2023, we carried out a regulatory telephone call. 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.

Actions needed: by 2 June 2023

- improve the risk assessment for the use of the garden to ensure this area and surrounding car park area is safe and secure
- improve the deployment of staff so that children are well supervised and safe at all times.

On 30 May 2023 the provider responded to the actions set. We found that the provider had improved the risk assessment to ensure the premises are safe, and will ensure the ratio of staff to children is higher when outside in the garden so that children are well supervised.

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](#).

