

Complaint about childcare provision

Ref: EY441312/5479392

Date: 25 July 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 03 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 10 July 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served a welfare requirements notice. 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 17 July 2023:

- ensure risk assessments are robust and all risks and hazards to children's safety are identified, removed, or minimised swiftly, particularly in relation to the outdoor area and hanging ropes within the marquee
- ensure the premises used to care for children, including outdoor spaces, are safe, secure, fit for purpose and suitable for the age of children cared for and the activities provided
- maintain effective arrangements to promote the good health of children, especially relating to hand washing, toileting, potty training and exposure to the sun.

On 19 July 2023, we completed a further regulatory visit and found the provider had met these actions. They had reviewed and updated all risk assessments and ensured the site was secure. The provider had also reviewed the hygiene arrangements and provided additional training to staff around sun safety.

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](#).