

## **Complaint about childcare provision**

Ref: EY486605/5490096

Date: 31 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](http://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 14 and 17 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 25 and 27 July 2023, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has removed stones from the outside area to minimise opportunities for children to access these in their play. While the provider had also put in place additional risk assessments, these did not include enough detail to confirm how children's health and safety was being maintained.

We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 28 July 2023:

- improve risk assessment for high-risk children so that staff fully understand their responsibilities to maintain their health and safety when these children are cared for in normal staff:child ratios.

On 28 July 2023, the provider responded to the action set. We found that the provider had improved their risk assessment for high-risk children so that staff were aware of their roles and responsibilities to keep children safe from potential harm.

We are satisfied the provider has met the safeguarding and welfare action 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](#).