

## **Complaint about childcare provision**

Ref: EY473226/5505387

Date: 6 September 2023

### **Summary of outcome**

#### **Our reference EY473226/ 5505387**

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 3 Aug 2023, we received concerns that the provider was not meeting some of these requirements.

On 5 September 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued actions for the provider to take.

Actions needed by 15 September 2023:

- ensure staff implement effective risk assessments to help keep children safe
- improve the range of resources and learning opportunities in the garden to help ensure that children can build on their interests effectively and remain positively engaged.

On 13 September 2023, the provider responded to the actions set. The provider informed us that they have improved risk assessments to help keep children safe. In addition, they have increased the range of resources in the garden to ensure children remain positively engaged.

We are satisfied that the provider has met the actions raised. The provider will be able to give parents further information about this. 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.