

Complaint about childcare provision

Ref: 322994/5580887

Date: 7 December 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 <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, 13 and 15 November 2023, we received concerns that the provider was not meeting some of the requirements.

On 24 November 2023, we carried out regulatory visit. We found that the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give further information about this.

Action needed by 11 December 2023:

- ensure risk assessment procedures are carried out effectively to prevent children from being exposed to risks in the outdoor environment

On 11 December 2023, the provider responded to the action set. We found that the provider had reviewed risk assessment procedures to ensure effective daily safety checks are completed prior to children accessing the outdoor environments. In addition, managers have introduced a clear process. This also includes clear lines of responsibility for staff to identify and report any issues to managers so that they are swiftly acted upon.

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](#).

