

Complaint about childcare provision

Ref: EY289831/5566098

Date: 16 February 2024

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

On 2 November 2023, the provider notified us of an incident. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted.

On 15 February 2024 we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. We found that the provider had developed risk assessments indoors and had revised staff deployment, to ensure children's safety and well-being.

Additionally, during the regulatory visit on 15 February 2024, we found the provider was not meeting different requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 15 February 2024:

- ensure that all reasonable steps are taken to ensure that children are not exposed to any risks or hazards in the garden.
- ensure that all outdoor spaces are fit for purpose and comply with requirements of health and safety legislation, including fire safety and hygiene requirements.

We will monitor the provider's response to ensure the actions are successfully completed.

On 7 March 2024, the provider responded to the actions set. We found that the provider had

improved their knowledge and understanding of risk assessment and ensuring the safety of the premises and now fully understands their responsibilities.

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](#).