

Complaint about childcare provision

Ref: 2599223/5592959

Date: 30 November 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 16 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 28 November 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 1 December 2023:

- conduct effective risk assessment for all outings to ensure that potential risks and hazards are minimised and managed appropriately
- ensure that children are effectively supervised when on outings to ensure their welfare.
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We will monitor the provider's response to ensure the actions are successfully completed.

On 29 November 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of conducting effective risk assessments to keep children safe while on outings and understands how to minimise

potential hazards. She has ensured that herself and her assistant understand their responsibilities to supervise children at all times.

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](#).