

Complaint about childcare provision

Ref: 2634990/5118081

Date: 6 April 2022

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 21 March 2022, we received concerns that the provider was not meeting some of these requirements.

On 6 April 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We identified that the provider was not using risk assessments effectively to ensure children were safe on outings, and there were times when children were not adequately supervised. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 14 April 2022:

- ensure children are adequately supervised at all times
- complete thorough risk assessments for outings, to identify the steps that need to be taken to remove, manage and minimise risk to children, particularly in relation to the procedures for getting children in and out of the house safely.

We are satisfied with the provider's response to the 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](#).