

Complaint about childcare provision

Ref: EY242688/5248101

Date: 23 November 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 5 September 2022, we received concerns that the provider was not meeting some of the requirements.

On 16 September 2022, we carried out an unannounced regulatory visit and found that the provider had not taken steps to ensure that all risks and hazards to children's safety had been removed or minimised in the garden area.

We issued actions for the provider to take below within the timescales set out.

Action needed by 14 October 2022:

take all reasonable steps to ensure children are not exposed to hazards or risks in the garden area.

The childminder provided a written response to the notice of action to improve, confirming that she had taken steps to ensure that the garden is safe. In addition, she provided evidence of a more robust risk assessment in place to ensure that the garden is safe at all times.

We were satisfied that the provider has taken appropriate action to meet the requirements and took no further action. 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](#).