

Complaint about childcare provision

Ref: EY456616/5754878

Date: 23 July 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 7 June 2024, we received concerns that the provider was not meeting some of these requirements.

On 19 July 2024, we carried out a regulatory visit. We found the provider had failed to notify Ofsted about some significant events and 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 26 July 2024:

- ensure that appropriate fire control equipment is available and accessible in the premises
- take all reasonable steps to prevent unauthorised persons entering the premises
- ensure that risk assessment processes identify potential hazards, specifically in relation to the garden space, and take action to remove or minimise risks
- make sure that the setting's safeguarding policy includes the correct action to be taken in the event an allegation is made, and how mobile phones and other imaging and sharing devices are used
- ensure that children are kept safe on outings by conducting a full and robust risk assessment to identify and address any potential risks or hazards posed by members of the public.

On 12 August 2024, the provider responded to the actions set. On the 9 October 2024 we carried out a regulatory telephone to discuss with the provider what action they had taken. We found that the provider had fitted appropriate fire control equipment in the premises. They had secured the premises so that children were safe from unauthorised persons entering. The provider had risk assessed and put measures in place to remove and minimise hazards, specifically in relation to the garden space. They had reviewed and amended the setting's safeguarding policy so that all necessary information is included. Finally, the

provider had put a procedure in place to identify and address any potential risks or hazards posed to children by members of the public, while on outings.

The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).