

Complaint about childcare provision

Ref: EY484698/4956188

Date: 4 January 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 12 November 2021, we received concerns that the provider was not meeting some of these requirements. On 1 December 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 28 December 2021:

ensure that children are adequately supervised and be in sight or hearing at all times

ensure that the risks to children on outings are adequately assessed; hazards are identified and the risk assessments are followed to keep children safe.

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

On 21 December 2021, the provider responded to the actions set. We found that the provider had improved her practices for the supervision of children and risk assessments on outings and now fully understands her 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](#).

