

Complaint about childcare provision

Ref: EY372502/4405925

Date: 24 January 2020

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 December 2019 we received concerns that this provider was not meeting some of these requirements. The information relates to an older child climbing a six foot gate and leaving the premises while attending a Saturday club for children aged over five years.

On 20 December 2019, the provider notified us of the above incident. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of significant events.

An unannounced visit was carried out on 11 January 2020. The provider has taken action to ensure that all external fences have been raised to seven foot. All gates have been fitted with additional wood to prevent a child from being able to get a foothold on horizontal or diagonal bars. The provider has carried out a thorough investigation and improved risk assessments and written policies which relate to health and safety, child supervision and lost children.

The provider remains 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).