

## **Complaint about childcare provision**

Ref: EY395134/4865391

Date: 19 August 2021

### **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](http://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 11 August 2021, we received concerns that the provider was not meeting some of these requirements.

On 17 August 2021, we carried out a regulatory visit. We found the provider had taken swift and effective action to ensure compliance with the requirements following a recent incident at the setting. For example, the provider is holding a meeting with all staff to revisit health and safety and safeguarding procedures and additional training will be provided. Also, a new garden gate has been fitted, with a security lock in place. In addition, an old gate has been replaced by fencing, to improve the security of the outdoor area. The fire evacuation procedure from the outdoor play area has been amended accordingly and an additional safety checklist has been introduced.

The provider will be able to give parents further information about this. We are satisfied with the action taken and 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](#).