

## **Complaint about childcare provision**

Ref: EY553362/4897088

Date: 28 September 2021

### **Summary of outcome**

#### OUTCOME SUMMARY

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 16 September 2021, we received concerns that the provider was not meeting some of these requirements. On 23 September 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We issued the provider with a notice to improve. This 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 remains registered with Ofsted.

Actions needed by 22 October 2021

- ensure the designated safeguarding lead understands and implements the local safeguarding partnership procedures with particular regard to the wider issues of safeguarding
- ensure risk assessments are effective and understood by management and staff, in particular regard to the arrangements of children safely moving from school classrooms to the out of school provision.

On 28 September 2021 we received an action response letter. We found that the Notice to Improve had been met appropriately.

## **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](#).