

## **Complaint about childcare provision**

Ref: 322416/5129674

Date: 4 May 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](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 5 April and 7 April 2022, we received concerns that the provider was not meeting some of these requirements.

On 19 April 2022, we carried out a regulatory telephone call and we were provided with additional information. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had addressed breaches in the nursery procedures relating to the use of mobile phones, e-cigarettes and social media. This ensures that staff understand how to implement required procedures to keep children safe. We found that children were not present at the time these breaches occurred. Additionally, the provider has installed a self-closing mechanism on the external gate and reviewed the risk assessments for outside play. This ensures that no unauthorised persons can access the grounds so that children can play outside safely. We are satisfied with the action taken by the provider.

The provider will be able to give parents further information about this. 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](#).