

Complaint about childcare provision

Ref: 160633/5197372

Date: 28 July 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 28 June 2022, we received a concern that the provider was not meeting some of these requirements. On 20 July 2022, we completed a regulatory telephone call to discuss the information. We found that although the provider had told us they have appointed a new manager, they did not provide Ofsted with the name of the person who is managing the early years provision. This is a legal requirement. In addition, they failed to notify Ofsted of a significant event, within the statutory timescale, which was a change to the premises and the areas that children use. On this occasion we do not intend to take any further action.

During the telephone call, we identified that the provider was not meeting some of the requirements. We have issued action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 5 August 2022 is to:

ensure the premises are organised in a way that meet the needs of all children, particularly the room temperature.

The provider has since responded, and we are satisfied with the action taken. They have installed another air condition unit in the marquee for the younger children and will continue to monitor the temperature. The provider has carried out risk assessments which are monitored by the manager and in extreme temperatures, will reduce the hours of opening.

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 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](#).