

## **Complaint about childcare provision**

Ref: EY451347/5180347

Date: 24 August 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 9 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 11 July 2022, we also received a notification from the provider. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 5 August 2022, we carried out an unannounced regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has improved how children are supervised when playing outdoors. Additional risk assessments have been implemented for outdoor play, including regular head counts of children going outside to play and returning to their nursery room. Staff have completed health and safety training. The provider has reviewed the procedures for mealtimes to ensure that all staff are aware of and cater for every child's individual dietary needs.

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](#).