

Complaint about childcare provision

Ref: EY490033/5259738

Date: 5 October 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 20 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 29 and 30 September 2022, we carried out a regulatory telephone calls. We found the provider was not meeting some of the requirements and had taken action to put this right. An historic incident where children were able to access a sanitary bin meant that staff failed to supervise children adequately. Furthermore, the provider had failed to robustly risk assess hazards in the areas young children could access. The provider has moved the bin out of reach of children and placed a stairgate to prevent children accessing the area unsupervised. Managers have strategies in place to ensure staff understand their responsibilities to supervise children.

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](#).