

Complaint about childcare provision

Ref: 122315/5260145

Date: 10 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 21 September 2022, we received concerns that the provider was not meeting some of these requirements. On 10th October 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 14 October 2022

ensure that all children's needs are met and that children are always within sight or hearing

take action to ensure the safety of all children on outings, to ensure their health and safety

ensure reasonable steps are taken to ensure risks to children's safety are identified, removed or minimised

develop knowledge and understanding of all significant events, including a lost child that must be notified to Ofsted

We will monitor the provider's response to ensure the actions are successfully completed.

On 13 October 2022, the provider responded to the action's set. We found that the provider had improved their knowledge and understanding of the welfare requirements and now fully understands their responsibilities.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).