

Complaint about childcare provision

Ref: 2670579/5264955

Date: 17 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 28 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 12 October 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 and how staff are deployed. The provider has reviewed the procedures for risk assessment. Additional risk assessments have been implemented, including checking internal doors are closed and conducting regular head counts of children. Staff have completed refresher training.

Additionally, during the regulatory visit we found a new area of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new area of concern, on 12 October 2022, we issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 21 October 2022:

- keep a written record of any complaints, and their outcome and make this available to Ofsted on request.

On 21 October 2022, the provider responded to the action set. We found that the provider has ensured that required documentation and records are now available, should Ofsted require this.

We are satisfied the provider has met the action 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](#).