

Complaint about childcare provision

Ref: EY387035/5249673

Date: 3 November 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 6 September 2022 we received concerns that the provider was not meeting the requirements regarding supervision of children, and that children's care needs were not consistently met.

On 2 October 2022 we carried out a regulatory telephone call and viewed documentation supplied by the provider. We found the provider was not meeting some of the requirements. The provider had failed to ensure that risk assessments identified all aspects of the environment that could pose a risk to children. Furthermore, the provider had identified that children's basic care needs were not always met consistently when they were playing outdoors.

The provider has completed a thorough review and leaders have made changes to existing policies and procedures to ensure that this does not happen again.

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](#).