

Complaint about childcare provision

Ref: 2548689/5304524

Date: 22 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 15 November 2022, the provider notified us of a breach of requirements in relation to the safety and security of their setting. 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 any significant events.

On 22 November 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements but had taken action to put this right. The provider has made certain that no child is able to leave the premises unsupervised. The procedures for keeping children safe within the setting have been revised. This includes positioning a senior member of staff on duty in the reception area. and changing the locking systems on the entrance doors, in agreement with the host school. Risk assessments have been revised. Staff use radios to ensure that messages are sent and received regarding information about daily head counts when chd arrive and leave the setting.

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](#).