

Complaint about childcare provision

Ref: EY456573/5304595

Date: 25 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 21 November 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has now made certain that no child is able to leave the provision once parents have dropped them off. The provider has changed the entrance system to ensure that this is now always monitored by a senior member of staff. Additional padlocks and alarms have been installed to ensure that children's whereabouts are always monitored to keep them safely accounted for.

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.