

Complaint about childcare provision

Ref: EY563102/5324065

Date: 23 January 2023

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 8 December 2022, we received concerns that the provider was not meeting some of these requirements. On 16 January 2023 we carried out a regulatory visit and on 17 January 2023, we carried out a regulatory telephone call. We found the provider had not met some of the requirements but had taken action to put this right. The provider has improved security of the premises to make sure children are unable to leave unaccompanied. Although not related to the original concern, we found that communication was not effective between the club and the school and as a result, children's needs were not being met as well as they could be. We therefore issued an action for the provider to take.

Action needed by 31/01/2023:

- ensure a regular, two-way flow of information is established between the club, school and parents and/or carers, to help ensure the needs of all children are met.

The provider will be able to give parents further information about this. The provider subsequently took the appropriate action and 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](#).