

## **Complaint about childcare provision**

Ref: EY554719/5317888

Date: 27 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](http://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 30 November 2022, the provider notified us of a child being able to open a door and leave the premises. 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 event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

On 8 December 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 completed their own investigation and took further steps to ensure the security of the provision. Door locks were updated, and doors kept locked, with keys only being left accessible to staff. A keypad entry lock was also added to an internal door. Discussions were held with staff regarding the rigorous supervision of all children, including those with special educational needs and/or disabilities. By taking these steps the provider is reassured that children's safety is more effectively maintained.

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](#).

