

## **Complaint about childcare provision**

Ref: EY546317/5357101

Date: 30 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 24 January 2023, we received concerns that the provider was not meeting some of these requirements. Following this, on 27 January 2023, the provider notified us of a significant incident at the nursery. 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 an individual or affect the smooth running of the setting.

On 26 January 2023, 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 had re-visited their risk assessments and added additional safety measures which were shared with staff. They had reviewed the way they use additional support funding to provide targeted support for children with special educational needs and/or disabilities (SEND) to ensure children's individual needs continue to be met. They reviewed the transition arrangements for entering and leaving the garden area to ensure all children remain safe and supervised effectively.

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](#).