

Complaint about childcare provision

Ref: EY256122/5321098

Date: 7 March 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 18 November 2022, the provider notified us that a child had been left in the outdoor play area unsupervised. 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.

On 16 February we carried out a regulatory visit. We found the provider had taken prompt action to ensure children were not left outside unsupervised. They reviewed their risk assessments and revisited the procedures for ensuring all children are accounted for when moving between the indoor and outdoor environments. On 30 January 2023 and 2 February 2023, we received concerns about behaviour management and the support for children with Special educational needs. On 18 February 2023, we carried out a regulatory visit. We are satisfied that the provider is meeting the safeguarding and welfare requirements. 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](#).