

## **Complaint about childcare provision**

Ref: EY462622/5403106

Date: 29 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](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 22 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 24 March 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We found that the provider was aware of broken rope on equipment in the outdoor area which was a risk to children's safety. The provider acted during the visit to address this. We have also issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 14 April 2023:

- ensure that all records are clear and accurate, with specific regard to information and records about how staff: child ratios are maintained, to promote the safe and efficient management of the setting

We will monitor the provider's response to ensure the action is successfully completed.

On 31 March 2023, the provider responded to the action set. The provider has amended policies, procedures and practices to improve record keeping.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).