

Compliance action taken for childcare provision

Ref: EY272694/5387999

Date: 25 April 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 1 March 2023 the provider notified us of a complaint that had been made to the setting. 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 a significant event which is likely to affect the suitability of the early years provider.

On 10 March 2023 and 21 March 2023, we carried out regulatory telephone calls with the provider. We found the provider was not meeting some of the requirements and had taken action to put this right. This included improving the levels of supervision of children in the outdoor area. The provider also improved their knowledge of the action to take in the event of allegations being made about people working in the setting and clarified their policies and procedures about this.

We also issued an action for the provider to take:

Action needed by 21 April 2023:

- ensure that the complaints policy which is shared with parents gives clear information to parents about their right to make complaints to the provision in writing, and to receive a written outcome of the complaint within 28 days.

We monitored the provider's response to ensure the action were successfully completed. We are satisfied with the revised complaints policy and procedures that the provider has put in place.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Publication of compliance action

We aim to ensure that the welfare of children and young people is protected in the services we regulate. The Childcare Act 2006 and accompanying regulations set out our responsibilities to regulate childminders and childcare providers. This includes the enforcement powers we have in relation to those registered providers who do not comply with the requirements for registration.

We publish details of any actions we take, or the childminder or childcare provider takes to bring about compliance with requirements on our website for a period of five years.

For further information please read the Early years compliance handbook which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted.