

Complaint about childcare provision

Ref: 2548279/5415841

Date: 22 June 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 6 and 12 April 2023, we received concerns that this provider was not meeting some of these requirements. On 25 April 2023, the provider notified us of an accident which occurred at 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 any serious accident, illness, or injury to any child

while in their care, and of the action taken.

On 2 June 2023, we carried out a regulatory visit and found that the provider had taken steps to review the risk assessment in place for the use of outdoor play equipment. The provider has updated the risk assessment to ensure that staff are consistently observing children while playing on outdoor play equipment and prohibited the use of equipment which is not age and stage appropriate. We also found that the provider was not meeting some of the requirements. We have issued an action for the provider to take within the timescales set out.

Action needed by 23 June 2023:

ensure there is a named deputy who has the necessary skills and knowledge to take charge in the managers absence.

On 21 June 2023, we received a written response from the provider confirming that there is now a named deputy in place. We are satisfied the provider has met the action raised. 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](#).