

Complaint about childcare provision

Ref: EY279797/5485259

Date: 20 July 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 7 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 19 July 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. There was an occasion when staff deployment and supervision of children was not robust enough to keep children safe. Young children were briefly cared for in a room for older children. This meant they had access to resources which were not suitable and safe for their age, which resulted in a minor injury occurring. Leaders swiftly identified the issues and took immediate steps to minimise the risks to children. Improvements were made to ensure the deployment of staff and supervision of children was effective. Young children are no longer cared for in rooms designed for older children.

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](#).