

Complaint about childcare provision

Ref: 309377/5469477

Date: 21 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 19 June 2023, we received concerns that the provider was not meeting some of these requirements. Unrelated to these concerns, on 3 July 2023, the provider notified us that a child had left the premises 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 to look after children.

On 7 July 2023, we carried out an unannounced regulatory visit. We found that the provider was not meeting some of the requirements and had taken action to put this right. We found that the provider had followed local safeguarding procedures in response to a safeguarding concern. However, they had failed to notify Ofsted of this concern. At the visit, the provider demonstrated that they now fully understand their responsibility to notify Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises. At the visit, we also found that the provider had replaced a broken fence panel in the outdoor area, reviewed their risk assessments and reviewed staff deployment. These actions have helped to ensure that children are always within sight or hearing and remain safe. We are satisfied with the action taken.

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.