

Complaint about childcare provision

Ref: EY246821/5503964

Date: 8 August 2023

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 2 August 2023 we received concerns that the provider was not meeting some of these requirements. On 3 August 2023 the provider notified us of a breach of security where a child had been able to leave the premises unsupervised. The notification means that the provider met their legal responsibilities 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 children on the premises.

On 4 August 2023 we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements but had taken swift action to put this right.

The provider immediately improved security arrangements in the short term while they conducted a thorough investigation into the incident. They used an alternative, safe outdoor area for the holiday club for the remainder of the Summer holidays. They reviewed the incident with staff and put in place a more thorough risk assessment process. They replaced the perimeter fencing of the outdoor area prior to the 2023 Autumn term commencing. They are providing refresher training to ensure all staff have up-to-date knowledge and understanding of safeguarding matters.

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](#).

