

Complaint about childcare provision

Ref: EY460589/5529643

Date: 19 September 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 8 September 2023, we received concerns that the provider was not meeting some of these requirements. On 11 September 2023, the provider notified us of the concern relating to an incident when a child was left unsupervised in the garden. 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 significant events.

On 13 September 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. The provider has updated the garden risk assessment and made improvements to the procedures for taking children inside from the garden.

Additionally, during the regulatory visit on 13 September 2023, we found that the provider was not meeting another requirement as set out in the Statutory framework for the early years foundation stage. In relation to the new area of concern, on 14 September 2023, we issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 27 September 2023:

- ensure staff provide children in the pre-school room with consistent guidance to help them learn how to play safely and to understand behaviour expectations.

We will monitor the provider's response to ensure the action is successfully completed. 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](#).