

Complaint about childcare provision

Ref: EY381916/5651193

Date: 12 February 2024

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 2 February 2024, the provider notified us of a significant event. 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 a significant event that impacts on the safety of children. Additionally, on 2 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 7 February 2024, 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 had reviewed the entrance of the premises and has now added a gated area as a safety measure. All staff have been retrained on supervision and deployment to help ensure they effectively supervise children. Changes have been made to the risk assessments for outings. This is to ensure staff keep children safe whilst leaving the premises.

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](#).