

Complaint about childcare provision

Ref: EY394728/5641579

Date: 6 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 23 January 2024, the provider notified us of a significant event where children were able to leave 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 significant events.

On 26 and 31 January 2024, we received concerns that the provider was not meeting some of these requirements.

On 05 February 2024, we carried out a regulatory visit. Although the provider has taken steps to put things right, we found the provider was not meeting some of the requirements.

We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 09 February 2024:

ensure risk assessment procedures are understood and implemented to help to keep children safe, particularly in relation to the outside area.

We will monitor the provider's response to ensure the action is successfully completed.

On 13 February 2024, we carried out a regulatory visit. The provider has responded to the actions set.

We found that the provider had taken steps to improve staff's knowledge and understanding of new risk assessment procedures to ensure the outdoor areas are safe and secure for children.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).