

Complaint about childcare provision

Ref: EY551077/5690598

Date: 22 March 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 14 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 21 March 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take within the timescales set out below. The provider will be able to give parents further information about this.

Actions needed by 8 April 2024:

ensure that staffing arrangements consistently meet the needs of all children to ensure their safety, in particular when children are taken on outings.

On 12 April 2024, the provider responded to the action set. We found that the provider had reviewed their staff deployment policy with their staff team. They had carried out an unannounced observation of outings to assess the safe management of trips. The provider confirmed these were managed effectively.

We are satisfied the provider has met the action 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](#).

