

Complaint about childcare provision

Ref: 2707777/5804658

Date: 23 August 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 August 2024, we received concerns that the provider was not meeting some of these requirements.

On 23 August 2024, we carried out a regulatory telephone call. We found the provider had already taken some action to update their policy for when children are ill or infectious. We also found that the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 6 September 2024:

- demonstrate how you will consider the organisation and frequency of outings, so that all children can be equally involved and included in a range of personal experiences to increase their knowledge and sense of the world around them, such as from visiting parks, libraries and museums
- demonstrate how you aim to carefully review any information from Ofsted, to ensure that accurate details are recorded and shared with parents, such as about the type of activities and experiences provided for children.

The provider responded to say that they have reviewed their current timetable of activities, which will now take place on different days, to ensure that all children are able to be involved in the range of experiences, visits and attractions offered.

The provider also states that they will read all documentation from Ofsted thoroughly and will raise any concerns at the earliest opportunity. The provider will also continue to share any Ofsted reports or reviews with parents. In addition, the provider will continue to review and update their policies in line with Ofsted guidance. We are satisfied with the action taken by the provider.

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](#).