

Complaint about childcare provision

Ref: EY378355/5778434

Date: 1 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 12 and 24 of July 2024 we received concerns that the provider was not meeting some of the requirements. On the 19 and 23 July, 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 any significant events. On 1 August 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements with specific regards to ensuring children are adequately supervised and are always within sight or hearing. In addition, we found that risk assessments are not comprehensive, and action taken to keep children safe on outings is not adequate. We have issued actions for the provider to take. This is a legal notice that requires the provider to take the actions below within the timescales set out. 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](#).