

Complaint about childcare provision

Ref: EY402100/5274390

Date: 31 October 2022

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 6 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 11 October 2022 and 21 October 2022, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 18 November 2022:

- take action to ensure children are adequately supervised, especially while playing outside
- ensure that children are always within sight or hearing, particularly while outside of the setting
- take action to ensure that children understand the expectations for their behaviour in order to manage their feelings and emotions appropriately
- improve ongoing risk assessments to ensure all reasonable steps are taken to identify, manage and minimise those risks
- ensure all children are safe when on outings, including the daily school run
- take action to improve understanding of notification requirements to ensure Ofsted are informed of all significant events that may affect the suitability of the early years provider.

The provider subsequently took the appropriate action. 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](#).