

Complaint about childcare provision

Ref: EY470212/5676432

Date: 16 May 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 6 March 2024, we received concerns that the provider was not meeting some of these requirements. On 2 April 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents more information about this. The provider is still registered with Ofsted.

Actions needed by 9 May 2024:

- review and improve the deployment of yourself and staff, specifically during outings to ensure that children are always within sight or hearing
- ensure that a first aid box with appropriate items for use on children is always accessible.

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](#).