

Complaint about childcare provision

Ref: EY548527/5827028

Date: 28 October 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 September 2024, we received concerns that the provider was not meeting requirements relating to the safety and supervision of children.

On 16 September 2024, the provider notified us about an incident relating to children attending the Nature School. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage.

On 23 September 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had started to take action to put this right.

On 28 October 2024, we carried out a further regulatory visit. We found the provider was continuing to take action to ensure that when children attend the Nature School their safety is assured.

The provider is installing new fencing and a new entrance to the Nature School. Risk assessments and several policies and procedures have been reviewed and updated and there has been a programme of training for all staff. This means that children's safety and supervision will be assured when at the Nature School.

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](#).