

Complaint about childcare provision

Ref: EY545971/5778760

Date: 25 July 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 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 19 July 2024, we carried out a regulatory telephone call. We found that the provider had failed to notify Ofsted of a significant event and had failed to notify Ofsted when they had appointed a new manager. This is a requirement of their registration.

We also found the provider was not meeting some of the requirements but had taken action to put this right.

The provider had failed to release a child, back into the safe care of their parent/carer, at the end of the pre-school session. Following the incident the provider carried out an internal investigation. They immediately reviewed and improved arrival and collection procedures and shared these with staff and parents. They are further improving safety and security arrangements over the summer holiday break, when children are not present, to minimise the risk of a repeat incident.

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.