

Complaint about childcare provision

Ref: EY560039/4036290

Date: 16 November 2018

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 25 September 2018 the provider notified us that a child had gained unsupervised entry to a staff toilet while other children and staff proceeded to go outside to play. The child's absence from the group went unnoticed for a very short period of time. This notification means the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises.

We found that the provider had taken effective action to prevent a re-occurrence. The action taken was to:

- improve the procedures for head-counting and checking records of attendance, particularly when taking children outside to play
- preventing children's access to the toilet doors on the corridor where they put on their coats and line up.

We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter. 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).