

Complaint about childcare provision

Ref: 226235/4226191

Date: 14 June 2019

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 10 May 2019 the provider notified us that a child had exited the premises unsupervised. The notification means that 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. On 13 May 2019 we received concerns that this provider was not meeting some of the requirements.

We carried out an unannounced visit and found that there had been a breach of the requirements of the early years foundation stage welfare requirements in relation to staff: child ratios which states that the provider must ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met. We also found that there had breach in relation to premises which states that providers must ensure that children do not leave the premises unsupervised and information and records which states that providers must share information with parents and other professionals working with the children to help ensure the needs of all children are met.

The provider took action following the notification to comply with the early years foundation stage requirements. Changes have been made to the security of the setting to ensure that children would not be able to exit unsupervised. Risk assessments have been updated and shared with staff. A staff meeting has been held to discuss new procedures. Staff also discuss where they will be deployed during the day. The manager monitors the effectiveness of this through staff observations, supervisions and appraisals. The manager has also confirmed that should a similar situation occur contact will be made with parents by telephone to advise them of the situation.

We served actions that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The

provider is still registered with Ofsted.

Actions needed

ensure that there are suitable hygienic changing facilities for changing children who are in nappies by 5 June 2019

A suitable response to the action was received.

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](#).