

Complaint about childcare provision

Ref: EY464601/4235929

Date: 28 January 2020

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.

We received notifications from the provider on 14 Oct 2019 and 18 Oct 2019 regarding significant events where children were not continuously supervised for a few minutes while in the outside play area. We liaised with other agencies and the provider. We conducted an announced visit to the setting on 18 November 2019 and discussed these concerns with the managers. We found that although children were in an enclosed safe environment, on both occasions the routines for children transferring to/from the outside play area did not ensure they were continuously supervised. We found that the provider has taken prompt action to improve staff supervision of children, specifically when transferring to/from the outside play areas, for example, door handles have been raised and routines have been reviewed and improved. 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](#).