

## **Complaint about childcare provision**

Ref: 2507296/4803457

Date: 11 June 2021

### **Summary of outcome**

On 27 May 2021, the provider notified us that a child was left unsupervised. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 9 June 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 24 June 2021:

- ensure that children are adequately supervised and are always within sight or hearing of staff
  
- ensure that there are effective procedures in place to assess apprentices before including them in ratio's
  
- ensure that robust risk assessments are in place and implemented effectively so that children are not exposed to unnecessary risks
  
- put appropriate arrangements in place for the supervision of all staff to monitor personal effectiveness and identify the ongoing training needs of individuals

- ensure that all staff, including the manager, have a clear understanding of their roles and responsibilities within the nursery

We will monitor the provider's response to ensure the actions are successfully completed.

The provider has addressed all the actions within the set timescale. We are satisfied with the action taken by the provider. 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](#).