

Complaint about childcare provision

Ref: EY550201/4902246

Date: 8 October 2021

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 22 September 2021 and 6 October 2021 we received concerns that this provider was not meeting some of these requirements. Additionally, on 23 September 2021 the provider notified us that a child had managed to leave the setting unnoticed by staff. 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 or any person who cares for, or is in regular contact with, children on the premises to look after children.

On 26 September 2021, we carried out an unannounced regulatory visit. We found that following the incident the provider had taken appropriate action to minimise the risk of a similar incident occurring again. This included reviewing the risk assessment arrangements for outdoor play and developing staff's understanding of effective supervision to support children's safety within the setting. We are satisfied with the action taken by the provider and therefore no further action is required to be taken by us.

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](#).

