

Complaint about childcare provision

Ref: EY482561/5218883

Date: 15 August 2022

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 28 July 2022, we received a complaint which raised concerns about the supervision and safety of children on the premises. The provider also notified us of a significant event relating to an incident regarding poor supervision of children on the premises.

On 12 August 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We found that the provider had not made sure that all children were appropriately supervised on one occasion and had failed to notify Ofsted of a significant event relating to this incident within 14 days. We were satisfied that the provider had taken appropriate steps to meet the requirements, by implementing clear risk assessments and checks when closing the premises, and by ensuring that should any significant events occur in the future that Ofsted will be informed as soon as reasonably practicable and no later than 14 days after the event occurring. We therefore did not need to take any action relating to these matters ourselves.

However, we also found that records of children's attendance did not accurately record children's time of departure, or consistently reflect the staff caring for children at all times. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out.

Action needed by 22 August 2022:

ensure that an accurate record is maintained of children's hours of attendance, and of the

staff caring for children, at all times.

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).