

Complaint about childcare provision

Ref: EY395827/5235561

Date: 8 September 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 18 August 2022, the provider notified us that a child had left the premises unsupervised and unnoticed by staff. 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 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 the same day we also received additional concerns that the provider was not meeting requirements.

On 26 August 2022, we carried out a regulatory visit and found that the provider had taken some action but was still not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice 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.

Actions needed by 09 September 2022:

- ensure all staff have a secure understanding of their roles and responsibilities, with particular regard to identifying and managing risks to children's safety and what to do if a child is missing from the premises

- take all reasonable steps to ensure children are not exposed to risks and demonstrate how risks are being managed.

On 20 September 2022, we carried out an unannounced visit to the setting to monitor the

welfare requirements notice. We found that the provider has taken appropriate steps to keep the setting safe and secure, and made sure that staff have a clear understanding of their roles and responsibilities.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).