

Complaint about childcare provision

Ref: EY562269/5241345

Date: 23 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 30 August 2022, we received concerns that the provider was not meeting some of these requirements. The provider notified us the same day that a child was able to leave the premises 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 any significant event likely to affect the suitability of the provider or any person in regular contact with children.

On 30 and 31 of August and 2 September 2022, we carried out a number of regulatory telephone discussions and looked at a range of evidence relating to the incident. We found the provider was 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 due by 16 September 2022

- ensure staff are deployed effectively to support children's safety
- ensure all staff know and understand their role in assessing and minimising risks, particularly when supervising children.

On 21 September 2022, we conducted a regulatory visit to check that the provider had met the notice. We found that all doors and gates were fitted with mechanisms that were suitable to prevent children from exiting the premises. The provider had reviewed their risk assessments and policies. The staff deployed themselves to help ensure children were adequately supervised. Furthermore, staff were able to discuss the details of their role demonstrating a sufficient understanding of their responsibilities when supervising children. 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](#).