

Complaint about childcare provision

Ref: EY310782/5257772

Date: 18 October 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 16 September 2022, the provider notified us that a child had wandered from the group and accessed another area of the garden. 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 12 October 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The safeguarding and supervision policies have been reviewed and shared with staff. Managers complete spot checks to ensure policies are implemented. Staff now use a paper copy register to record children's attendance, complete a headcount every 30 minutes and use a whiteboard to note how many children are playing inside and outside.

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](#).

