

Complaint about childcare provision

Ref: 310266/5261413

Date: 21 December 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 <http://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 2022, the provider notified us that a child was left alone for a few minutes. 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.

On 27 September 2022, we also received concerns that the provider was not meeting some of the requirements.

On 24 and 29 November 2022, we carried out regulatory telephone calls. We found that the provider was not meeting some of the requirements. We issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 20 December 2022:

- ensure that all staff understand and implement risk assessment procedures at all times.

On 13 December 2022, the provider responded to the action set. We found that the provider had reviewed their procedures for sharing risk assessments with staff. All staff are now expected to sign to confirm that they have read and understood the risk assessments. This is part of their induction and annual review. Risk assessment is also discussed at all team meetings. During monitoring of the setting, leaders now include risk assessment and consider staff knowledge and understanding to ensure effective implementation.

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](#).