

Complaint about childcare provision

Ref: EY477643/5593395

Date: 21 November 2023

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 November 2023, the provider notified us of a child leaving 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 a significant event.

On 17 November 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. However, they had taken some action to put this right. They have improved their risk assessments and ensured children cannot leave the outdoor play spaces. They have ensured that staff work in pairs when taking children outside and that children remain supervised at all times. Staff have all attended training to improve their knowledge of these changes.

We have issued an action for the provider to take.

Actions needed by 24 November 2023:

- ensure activities and settling in visits are tailored to meet children's emotional needs and the information is routinely updated and shared between key people.

We will monitor the provider's response to ensure the action is successfully completed.

The provider will be able to give parents further information about this.

On 21 November 2023, the provider responded to the action set. We found that the provider had improved their recording and sharing of information prior to children visiting new rooms. They have reviewed their transition policy and ensured all staff implement these changes to meet children's emotional needs.

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](#).