

Complaint about childcare provision

Ref: EY546492/5575554

Date: 22 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 30 October 2023, the provider notified us that a child was left in the garden 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 10 November 2023 we also received concerns relating to the same incident.

On 7 November 2023, 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. Risk assessment procedures have been reviewed, and staff now take responsibility for designated children when they leave the nursery building to take children to the garden. Staff record the children's presence on a register and complete regular head counts. Additionally, walkie-talkies are being used to enable staff to communicate with management when they are outside in the garden. The provider will be able to give parents further information about this.

We have also issued an action for the provider to take.

Actions needed by 8 December 2023 to:

ensure policies and procedures are followed to safeguard children when there are concerns about adults who work with the children.

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

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](#).