

Complaint about childcare provision

Ref: EY442316/5607934

Date: 23 January 2024

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 5 December 2023, the provider notified us two incidents where children had been left unsupervised within the nursery grounds. 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 significant events which are likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

On 9 January 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. She had refreshed staff's understanding of supervision of children procedures and reiterated the importance of accurately counting children in and out of different areas of the nursery.

Additionally, during the regulatory visit on 9 January 2024, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. In relation to the new areas of concern, on 9 January 2024, we issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 8 March 2024:

- ensure staff respond to children's emerging needs and interests so that they consistently guide each child's development through positive interactions, secure routines and purposeful play, both inside and outside.

On 31 January 2024, the provider responded to the action set. We found that the provider had started to implement a new approach to support children's ongoing learning and development, both inside and outside. They plan to go through this at a staff meeting and then provide continual guidance and training to ensure staff are fully aware of, and understand this new approach.

We are satisfied the provider has met the safeguarding and welfare action 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](#).