

Complaint about childcare provision

Ref: 2645130/5733128

Date: 13 June 2024

Summary of outcome

Outcome summary:

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 May 2024, the provider notified us that a child had been left unsupervised on the premises for approximately five 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 significant events.

On 03 June 2024, 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 provider has immediately reviewed and updated their policies and procedures to ensure staff check outdoor spaces thoroughly. In addition, they have implemented further procedures for staff to count children as they move from inside to outside.

On 03 and 07 June 2024, we received further concerns that the provider was not meeting some of the requirements.

On 11 June 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. In addition, we found the provider was not meeting some of the requirements and had taken action to put this right. The provider has taken immediate action to store staff's sensitive information in a locked box to ensure this is kept confidential. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 28 June 2024:

- improve arrangements and ensure consistency when checking sleeping children to ensure their safety

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

registered with Ofsted.

On 20 June 2024, the provider responded to the action set. We found that the provider had improved their arrangements for monitoring sleeping children and had provided staff with a new policy and training on this subject. 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](#).