

Complaint about childcare provision

Ref: 2592389/5853873

Date: 8 November 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 15 October 2024, the provider notified us about the safety and suitability of premises, environment and equipment, qualifications, training, support and skills and staff to child ratios. 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 incident.

On 5 November 2024, we conducted a regulatory telephone call. We found that sufficient staff are deployed around the nursery to support the children. The provider has procedures and risk assessments in place. This information was shared with staff during their induction, team meetings and one to one supervision sessions. The provider makes sure that staff know and understand their roles and responsibilities.

We also found that the provider was not meeting some of the requirements and had taken action to put this right. Following an incident where a child was not within sight and/or hearing for approximately four minutes, the provider took immediate action. The provider has revised the risk assessments and procedures for supervising children's transitions. This includes implementing headcounts and visual checks of the outdoor area. This ensures that the children are accounted for and are within sight and hearing of the staff. The provider has discussed the new arrangements with staff and, consequently they understand their roles and responsibilities. The provider has revised the procedures for notifying the appropriate statutory agencies.

We are satisfied with the action taken. The provider will be able to give parents further information about this.

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](#).