

Complaint about childcare provision

Ref: 2622561/5193769

Date: 31 October 2022

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 23 June 2022, the provider notified us that a child had left their group of children during an outdoor learning session. The child was found by another adult connected to the setting and returned to their group. 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 13 September 2022, the provider notified us that a child had not been collected from school who attended their after school session. The child was looked after by the school. 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 significant events.

On 21 September 2022, 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 changed the way the groups of children use the outdoor space particularly with the yurt. They have undertaken risk assessments and re-evaluated how they can provide younger children with the outdoor experiences more safely. They will now use a smaller secure area within the grounds. In addition, they have changed their policy and procedures for collecting children after school. Staff are clear on which children are due to be collected that day to ensure children cannot be left behind.

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

On 4 October 2022 we received concerns that the provider was not meeting some of the requirements.

On 20 October 2022, 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 reviewed their medication policies and procedures. Staff administering medication must review the written permission, check the dose and record when they administer the

medication. There will also be a witness member of staff to check that everything is correct.

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](#).