

Complaint about childcare provision

Ref: EY239075/5847877

Date: 15 October 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 9 October 2024, we received concerns that the provider was not meeting requirements relating to safety and suitability of premises, environment and equipment and staff:child ratios.

On 14 October 2024, the provider notified us about the safety and suitability of premises, environment, equipment and staff: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 an incident where a child was left unsupervised in a room for a short time.

On 11 and 14 October 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 since reviewed risk assessments for when staff move from one area to another. All staff must communicate with each other when they leave the classroom. The member of staff who leaves the room must also check that the door is completely closed, before moving from the area. This prevents children from following them through and ensures that all staff monitor the door during that time. 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](#).