

Complaint about childcare provision

Ref: EY465932/C353850

Date: 13 August 2018

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 July 2018, we received a notification from the provider in relation to a safeguarding incident. This notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event. We conducted an initial interview with the service manager over the telephone. On the 6 August 2018 we conducted an unannounced visit where we issued a notice to improve that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

Action needed: Strengthen the risk assessment procedure to ensure staff take action to minimise ongoing risks, particularly at times during the day when risks are higher, for example during arrival and departure times, by 24 August 2018.

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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).