

Complaint about childcare provision

Ref: EY494551/4001769

Date: 13 September 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.

In August 2018, the provider notified us that two serious injuries had occurred on the premises. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage welfare requirements to notify Ofsted of significant events that is likely to affect the suitability of the early year provider. We received concerns after the notifications about one of the incidents.

On 11 September 2018 we conducted an unannounced visit to discuss the notifications in detail. We found that the provider had reviewed their risk assessment and play policy and made changes to ensure children are kept safe during climbing activities.

We also issued a notice of action to improve. This is a notice 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.

Action needed.

3.54 Comply with all requirements of health and safety legislation, with particular reference to reporting serious injuries. 26 September 2018

The provider took suitable actions to meet the notice. 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 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](#).