

Complaint about childcare provision

Ref: EY402035/4169215

Date: 26 April 2019

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 1 March 2019, we received concerns that this provider was not meeting some of these requirements. On 5 March 2019 the provider also notified Ofsted that an accident had occurred whilst on an outing. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of significant incidents.

At a visit on 20 March 2019 it was found that an accident had occurred whilst on an outing. The provider had addressed this incident sufficiently. Although not related to the accident it was found that staff had not used sufficient equipment to meet young babies needs when going out on outings. It was found that space requirements in the nursery were not always met.

We issued a notice to notice. This is a legal notice that requires the provider to take the actions below within the timescales set out

- ensure sufficient and appropriate equipment is available to enable young children to take part in outings safely by 5 April 2019
- ensure that the required indoor space requirements are met at all times by 5 April 2019.

The notice to improve was monitored and the provider took immediate action.

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 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](#).