

Complaint about childcare provision

Ref: EY244952/4200580

Date: 21 May 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 9 April 2019, we received concerns that this provider was not meeting some of these requirements.

On 1 May 2019, we visited the nursery and following our visit 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.

Actions needed:

ensure adult to child ratios are maintained at all times, in particular, over lunchtime periods for the younger children by 24 May 2019

ensure staff are deployed effectively to meet the needs of the all children and to ensure children are adequately supervised at all times, in particular, when working to minimum adult to child ratios and staff are taken away from working directly with the children by 24 May 2019

ensure the person in charge is fully aware of their role and responsibilities, in particular, in the absence of the manager and deputy by 24 May 2019

ensure hazards that pose a danger to children in relation to the outdoor shed are removed, and make sure risk assessment processes are rigorous enough to promptly identify risks by 3 May 2019

ensure that the accident records are consistently completed and include all relevant information, in particular, details of any first aid treatment and confirmation parents are informed by 24 May 2019.

We have reviewed the response by the provider and are satisfied with the action they have taken. 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](#).