

Complaint about childcare provision

Ref: EY477206/4195779

Date: 4 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 2 April 2019, we received concerns from a parent. On 4 April 2019, we conducted an unannounced visit and found that the provider was not meeting some of the requirements. We issued a notice to improve that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 19 April 2019:

improve risk assessments to take all reasonable steps to ensure children are not exposed to risks and demonstrate how the risk will be removed or minimised, specifically regarding outings

ensure that procedures for outings are effective in keeping children safe

ensure that the procedures for recording accidental injuries that children may have are recorded contemporaneously and are clear to understand.

The provider took appropriate action to meet the requirements. The provider remains 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](#).