

Complaint about childcare provision

Ref: EY361308/4258770

Date: 19 June 2019

Summary of outcome

We publish details of any actions we take, or childcare provider takes to bring about compliance with legal requirements.

We publish details on our website for a period of five years commencing on the date we complete our investigation

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 18 June 2019, we received concerns about the safety of the premises and children not being adequately supervised. We needed to investigate this concern to see whether the setting was meeting the Statutory framework for the early years foundation stage relating to risk assessment and staff: child ratios. We do not investigate to prove or disprove a complaint, but we look into the information we receive to see if the childcare provider is meeting all legal requirements. On 19 June 2019, we carried out an unannounced visit to the provider and found that the premises were safe and secure. Children were well supervised and appropriate risk assessments were in place. However, although it was not part of the original complaint we found that the setting does not have a named deputy in place to deputise in the managers absence. This is a breach of requirements. In addition to this, the manager does not complete supervision sessions with staff to ensure staff receive the appropriate support, training, mentoring and opportunities to develop their practice. Following our visit, we sent the provider a notice of action to improve that asks the provider to: - ensure a named deputy is in place in the absence of the manager and to implement effective supervision sessions that enable staff to develop their skills and practice.

We carried out a further visit to the premises on 11 July 2019. The provider has promptly addressed all actions raised in a timely manner.

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](#).