

Complaint about childcare provision

Ref: EY391908/4270068

Date: 16 July 2019

Summary of outcome

All early year's 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 27 June 19 we received concerns that this provider was not meeting some of these requirements.

Additionally, on 8 July 19 the provider notified us that a child was able to leave the premises unsupervised. This notification means the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises.

We visited the setting on 15 July. We found that the provider had taken prompt and effective action in response to the information received.

The action taken was to:

- review risk assessments in relation to the outdoor play area.
- make the outdoor area even more secure by putting in place further levels of security, such as gates and locks.
- retrain staff with regards to the settings policy and procedures for preparing and serving food
- review the procedures for administering medication and sharing information with parents.

We are satisfied with the action taken by the provider. The provider will be able to give parents further information about these. 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](#).