

## **Complaint about childcare provision**

Ref: EY463568/4255328

Date: 20 June 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](http://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 13 June and 14 June 2019, we received concerns that this provider was not meeting some of these requirements.

On 14 June 2019, the provider notified us of a significant event which is likely to affect the suitability of the early years provider. This notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event.

We visited the provider to discuss the concerns and have issued a Welfare Requirements Notice. This is a legal notice 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. The provider is still registered with Ofsted.

Action required;

ensure that children are adequately supervised at all times to ensure their safety and that they remain within sight and hearing while on outings by 9 July 2019

ensure that people looking after children are suitable to fulfil the requirements of their roles by 9 July 2019

ensure that all staff who are left in sole charge of children hold a current paediatric first aid certificate by 9 July 2019

ensure that ratio requirements are always maintained by 9 July 2019

take all reasonable steps to ensure children are not exposed to risks and demonstrate how any risks are being managed by 9 July 2019

improve the procedures and risk assessments for outings by 9 July 2019.

On 10 July 2019 we visited the provider to carry out a monitoring visit and inspection. We

have issued a further Welfare Requirement Notice. This is a legal notice that requires the provider to take action below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions required;

ensure that ratio requirements are always maintained by 25 July 2019

identify hazards and ensure the outdoor areas are fit for purpose and suitable for the age of the children attending and that children are not exposed to risks by 25 July 2019

ensure that children cannot leave the premises unsupervised and take all reasonable steps to prevent unauthorized persons entering the premises by 25 July 2019.

We will continue to monitor this provider.

On 26 July 2019 we visited the provider to carry out a monitoring visit. We found that the provider has met the action set in the required timescale. They remain suitable for registration.

## **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](#).