

Complaint about childcare provision

Ref: EY478118/4221827

Date: 12 August 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 7 May 2019 we received concerns that this provider was not meeting some of these requirements. In particular the requirement relating to child supervision, staff deployment, managing behaviour, safety, risk assessment and outings.

On 14 May 2019, we visited the provider and found the provider was not meeting some of the requirements. We issued a notice to improve. This is a legal notice that requires the provider to take the actions below within the timescales set out.

- monitor staff practice effectively to ensure staff understand their roles and responsibilities and to ensure all setting's policies and procedures are followed
- use risk assessments effectively to identify and eliminate all potential safety hazards to children, especially staff being aware of the number of children they care for and the space available
- ensure staff are deployed effectively to supervise children to meet their learning and welfare needs at all times
- improve the organisation and planning of the learning environments, particularly during lunch for the older children and when using the sensory room, to meet their needs and help them to develop further
- ensure an accurate record of daily attendance is kept
- ensure effective hygiene procedures are in place and are implemented and followed by all staff

The notice to improve will be monitored to ensure the provider meets requirements.

The provider will be able to give parents further information about this.

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](#).