

Complaint about childcare provision

Ref: 127040/4281588

Date: 23 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 15 July 2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit to the setting and issued the provider a notice to improve. This requires the provider to take the following action:

review and improve the settings risk assessment to ensure that aspects of the environment that need to be checked are identified, and state how any risks will be removed or minimised, by 26 July 2019

ensure that children are kept safe on outings and that adult: child ratios provide adequate supervision to ensure children's safety, by 26 July 2019

The provider has undertaken a risk assessment and improved the supervision of children when on outings. We are satisfied with the steps taken by the provider to meet the actions raised. 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](#).