

Complaint about childcare provision

Ref: 2515586/4306115

Date: 16 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 13 August 2019, we received information that raised concerns that the provider was not meeting some of these requirements. On 14 August 2019, the provider notified us of an incident when a child left the premises unsupervised. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of significant events.

On 14 August 2019, we made an unannounced visit to the setting and found that they were not meeting some of the requirements. We served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the following actions before 28 August 2019. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed

- ensure that children do not leave the premises unsupervised
- ensure that risk assessments are effective to identify and remove or minimise risks to children's safety
- ensure that child supervision and the arrangements for staff deployment are effective to meet the needs of children and ensure their safety.

On 29 August 2019, we completed an unannounced visit to monitor the provider's compliance with the notice issued. We found that the provider has taken appropriate steps to comply with the notice.

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](#).