

## **Complaint about childcare provision**

Ref: EY555370/4312848

Date: 6 September 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-foundationstage-framework--2](http://www.gov.uk/government/publications/early-years-foundationstage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 22 August 2019 we received concerns that this provider was not meeting some of these requirements. In particular, those relating to the supervision of children, risk assessments and behaviour management. We visited the setting on 3 September 2019 and found that not all of the 'Statutory framework for the early years foundation stage' requirements were being met. We issued a notice to improve, which asks the provider to take the action below. The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

Actions needed;

improve the supervision of children during routines, including meal and sleep times, to ensure that they continually benefit from quality interactions and experiences

complete rigorous risk assessments and ensure that all areas of the environment are checked, and any risks identified and minimised

ensure that opportunities for professional development are considered and keep up to date with current guidance and legislation

ensure all children are provided with a stimulating environment and provide a suitable range of experiences across all areas of learning to challenge children and help them make consistently good progress in preparation from school.

### **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](#).