

## **Complaint about childcare provision**

Ref: 254590/4236782

Date: 14 October 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 8 May 2019 the provider notified us of action they had taken in relation to staffing at the setting. 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 any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children. We are satisfied that the provider has taken appropriate action to safeguard children within the nursery. We visited the provider on 9 October 2019. We have issued a notice of action to improve. This notice 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.

Actions needed:

- ensure that staff understand the correct procedures to follow to safeguard children if they are absent from the nursery by 11 October 2019
- ensure that risk assessments are implemented effectively to minimise all risks and hazards to children, specifically with regard to the outdoor area by 11 October 2019

The provider has taken appropriate steps to meet the actions. 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.