

Complaint about childcare provision

Ref: EY333013/4390155

Date: 9 December 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 26 November 2019 Ofsted received information that the provider was not meeting some of these requirements. Further to this, on 27 November 2019 the provider notified us that a concern had been raised with them regarding risk assessment and the supervision of children. This notification means the provider met their legal responsibility as set out in the 'Statutory framework for the early years foundation stage' 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.

We found that the provider had taken prompt and effective action to prevent a re-occurrence. The action taken was to:

- review and improve risk assessments, including the management of children's health needs (Risk assessment)
- deploy staff in a way which ensures children are adequately supervised and, where relevant, agree with parents how staff will be deployed to meet children's individual needs (Staff:child ratios).

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

We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter. 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](#).