

## **Complaint about childcare provision**

Ref: EY308996/4344352

Date: 18 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 30 September 2019, we received concerns that this provider was not meeting some of these requirements. On the same day, the provider notified us of the same incident. 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 such instances. On 4 October 2019, we carried out a regulatory visit and found: adult-to-child ratios were met; staff have attended first-aid training; staff have attended safeguarding training; and, the provider's accident procedures are robust. However, we also had concerns about some aspects of current practice and have sent out a Notice to Improve. This is a notice that asks the provider to take the actions below, within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

#### Actions needed

- review your process for completing accident records, to ensure that all the relevant and accurate details are included – by 31 October 2019
  
- review your deployment of staff and their expectations of supervision of children, to ensure that children are supervised adequately and that all children's needs are met – by 31 October 2019
  
- review your process for carrying out the progress check at age two, to include any activities and strategies, particularly where additional support may be needed – by 31 October 2019

We are satisfied with the way in which the provider has addressed 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](#).