

Complaint about childcare provision

Ref: EY494201/4357979

Date: 6 January 2020

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 15 October 2019 the provider notified us of an incident involving a child in relation to safety. This notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event.

We needed to investigate this concern to see whether the setting was meeting the Early Years Foundation Stage welfare requirements relating to; 'Accident or injury'; 'child supervision'; 'safety' and 'risk assessment'. We do not investigate to prove or disprove a complaint, but we look into the information we receive to see if the provider is meeting all legal requirements.

We carried out an unannounced visit to the premises and found that the deployment of staff and their supervision of children was not effective enough to safeguard all children.

Following our investigation, we issued a notice of action to improve which required the provider to: ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met and they are kept safe from harm.

A suitable response was received from the provider.

The provider remains 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](#).