

Complaint about childcare provision

Ref: EY499596/4429028

Date: 7 February 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 20 January 2020, the provider notified us of concerns regarding the suitability of adults. 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 significant concerns. We made a visit to the premises on 30 January 2020. We found that risk assessments were not effective in minimising risks to children. We also found that systems for recording information at the nursery were not robust and that strategies for managing children's behaviour did not always take account of their individual needs. As a result of our visit we have issued the provider with a notice of actions 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. The provider is still registered with Ofsted.'

Actions needed

ensure that you take all reasonable steps to ensure that staff and children in your care are not exposed to risks by 7 February 2020

demonstrate how you arrive at robust decisions about the outcome of any investigation into a complaint about the setting by 7 February 2020

ensure that children's behaviour is managed in line with each child's age and ability by 7 February 2020.

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](#).