

Complaint about childcare provision

Ref: 2510377/4437164

Date: 11 March 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 28 January 2020, we received concerns that this provider was not meeting some of these requirements. We visited the provider on 13 February and served a Welfare requirement notice. This is a legal notice that 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.

Action needed by 6 March 2020:

ensure that children are adequately supervised and always within sight of staff to keep them safe from harm

improve risk assessments to ensure all hazards to children's health and safety are identified, removed or minimised, particularly in relation to small stones in the garden and resources being stored against fences

ensure that staff have a clear understanding of their roles and responsibilities to adequately supervise children, to minimise all potential hazards to children's health and safety and implement safety checks effectively, particularly in relation to ensuring safety gates and doors to restricted areas are secured

make sure the policy and procedure in relation to the use of mobile phones in the setting is fully implemented to safeguard children

keep a written record of any complaints, and their outcome and make sure these are available to Ofsted.

We visited the provider on 9 March 2019 and found that the provider had met all the actions above.

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](#).