

## **Complaint about childcare provision**

Ref: EY562091/4442586

Date: 2 March 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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 3 February 2020, we received concerns that this provider was not meeting some of these requirements. On 3 February 2020, we also received a notification from the provider regarding an incident that had occurred. This notification means that the provider met their legal responsibility as set out in the early years foundation stage safeguarding and welfare requirements, to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider to look after children.

We served a Welfare Requirements Notice. This is a legal notice that required the provider to take the actions below within the timescales set out.

Action needed – by 17 February 2020:

Ensure that children are supervised appropriately at all times

Ensure that any potential risks on outings are identified, and that these risks are managed appropriately to ensure children's safety.

On 9 February 2020, we received a notification from the provider regarding an accident that had occurred. This notification means that the provider met their legal responsibility, as set out in the early years foundation stage safeguarding and welfare requirements, to notify Ofsted of any serious accident to a child and the action taken.

On 18 February 2020, we visited the setting to monitor the welfare requirements notice and to discuss the new notification received. We found that the provider had not met the welfare requirements notice and we found other breaches of the early years foundation stage requirements.

We have served a further welfare requirements 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 supervised appropriately at all times

Ensure that any potential risks on outings are identified, and that these risks are managed appropriately to ensure children's safety

Ensure that your safeguarding policy and procedures cover any risks associated with the use of mobile phones on outings, and that these risks are removed or minimised

Maintain records to ensure the safe and efficient management of the setting. This is with particular regard to keeping an accurate record of the times that children and staff are on site.

A suitable response was received from the provider in relation to the welfare requirements notice. 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](#).