

Complaint about childcare provision

Ref: EY268471/4398465

Date: 1 June 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 6 December 2019 we received concerns that this provider was not meeting some of these requirements. We contacted the provider to discuss this. We established that the provider had failed to notify us of two significant events. Staff did not follow their own risk assessment and supervision procedures when taking children to school after the morning session. We are satisfied that the provider has taken appropriate action to minimise risks to children as they are taken to school after the morning session. We established that staff did not take appropriate action when a child failed to arrive at the club. We also established that the provider had failed to notify us of changes to the members of the committee, and has not submitted information to Ofsted to enable us to complete checks to establish the suitability of new committee members.

We have issued a notice of action to improve. This notice requires the provider to take the actions below within the timescales set out.

Actions needed by 19 June 2020:

- provide Ofsted with the necessary information to enable suitability checks to be completed on new committee members
- review risk assessment procedures to ensure children's safety if they fail to arrive when they are due to attend the club

The provider will be able to give parents further information about this. 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](#).