

Complaint about childcare provision

Ref: 2496778/4523566

Date: 26 June 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 11 June 2020, we received concerns that this provider was not meeting some of these requirements. We spoke to the provider on 15 June 2020 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 7 July 2020

ensure risk assessments for outings effectively identify and minimise risks and hazards which may arise, including planned activities and adult to child ratios so that children's welfare and safety is protected

make sure staff are suitably deployed so that children are adequately supervised and kept safe

ensure managers and staff fully implement policy and procedures in place to safeguard children, particularly regarding the missing children and outings policy

provide managers and staff with the training and support they need to help them understand and meet their roles and responsibilities, particularly in relation to undertaking risk assessments and implementing procedures for outings and missing children, that are in place to safeguard children.

We have monitored the action taken by the provider and we are satisfied that they have met these requirements.

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](#).