

Complaint about childcare provision

Ref: EY422536/4542550

Date: 18 August 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 23 July 2020 the provider notified us that a serious accident had occurred in the nursery. 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 a serious injury to a child.

On 24 July 2020 and 6 August 2020, we also received concerns that this provider was not meeting some of these requirements.

We issued a notice to improve. This is a legal notice that requires the provider to take the actions below within the timescales set out.

- ensure that equipment and activities are organised in a way that meets the needs of all children, including children with special educational needs and/or disabilities, and supports them to be engaged and interested in their play and learning by 14 August 2020
- implement effective risk assessments to ensure children are not exposed to risks, in particular with regard to removing any broken equipment and the appropriate use of resources by 14 August 2020.

This notice to improve was monitored and the provider took appropriate action to meet the EYFS requirements.

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](#).