

Complaint about childcare provision

Ref: 319303/4562613

Date: 24 September 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 24 August 2020, we received concerns about the supervision of children. We also received a notification from the provider relating to the same incident. On 8 September 2020, we carried out a regulatory visit. We found that an incident had occurred which put a child at risk. While the setting had taken immediate steps to keep children safe, a Welfare Requirements Notice was issued to ensure these are maintained. 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 required:

monitor the deployment of staff to ensure the welfare and safety of children at all times

monitor staff's implementation of procedures so that children are not exposed to risks; this relates to managing children's transition between indoor and outdoor areas.

The provider responded to the actions within the required timescales. We are satisfied with the action taken. 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).