

Complaint about childcare provision

Ref: EY425597/4582248

Date: 6 October 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 21 September 2020, we received concerns that this provider was not meeting some of these requirements. We needed to investigate to see whether the setting was meeting the Statutory framework for the early years foundation stage relating to risk assessments and safeguarding and welfare requirements. We look into the information we receive to see if the childcare provider is meeting all legal requirements. On 29 September 2020 we carried out an announced visit to the premises. We found that the provider had taken immediate action to rectify the breaches occurred. However, risk assessments had not sufficiently been identified at the time and children's safety and well-being were not promoted. Additionally, the provider had not ensured the close supervision of children at all times.

Following our visit, we sent the provider a notice of action to improve that asks the provider to: -

improve supervision of children and ensure they are in sight and hearing distance at all times by 23 October 2020

develop robust risk assessment procedures, particularly prior to outings and consider how any hazards to children are minimised by 23 October 2020

The provider has responded appropriately to all actions raised.

The provider remains 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](#).