

## **Complaint about childcare provision**

153471/C342067

**Date:** 17/04/2018

### **Summary of complaint**

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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find a provider is not meeting the requirements, we can take action to ensure they put matters right. On 15 March 2018 we received concerns that this provider was not meeting some of these requirements. We have issued a notice to improve. This 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.

\*improve arrangements for the deployment of staff to ensure children remain well supervised at all times, particularly when using outdoor areas 27 April 2018

\*ensure that risk assessments are completed on all areas of the nursery and are implemented effectively to help identify and address any potential hazards and risks to children 27 April 2018

\*maintain an accurate daily record of the names of children being cared for and the hours of their attendance 27 April 2018

\*ensure written records of accidents include sufficient detail so that parent's are fully informed of the nature of any injury and any first aid treatment given 27 April 2018.

We are satisfied with the action the provider has taken to address these actions. 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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)