

Complaint about childcare provision

Ref: 147572/3999534

Date: 11 October 2018

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 20 August 2018 we received concerns that the provider was not meeting some of these requirements. On the 21 August 2018 we also received a notification from the provider about a safeguarding concern. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted about safeguarding concerns.

On 23 August 2018 we conducted an unannounced visit and found that arrangements to ensure children's safety were ineffective. Risks to children from toys and equipment were not sufficiently identified or reduced. We also found that staffing was not always organised well enough to meet the needs of the children and ensure their safety. Following a recent inspection the new management team were aware of the areas for improvement and had an action plan in place to make the required changes. Following our visit we served a Welfare Requirements 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. Actions needed:

implement a thorough and effective risk assessment that demonstrates prompt action is taken to remove or minimise risks identified to ensure children's safety at all times
make sure arrangements for staffing meet the needs of all children and ensure their safety.

On 3 September 2018 we conducted a further unannounced visit and found that risks to children were being identified and reduced. Toys and equipment were being replaced as part of the planned refurbishment. Staffing had also been considered and staff had received training and support to ensure arrangements for staffing meet the children's needs. 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](#).