

Complaint about childcare provision

Ref: EY552697/4202021

Date: 16 April 2019

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 10 April 2019, the provider notified us that a child, aged 7 years, was missing for a period of time while on an outing with the setting. 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 any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with children, to look after children.

We visited the provider on 12 April 2019 and discussed the information and incident with them. As a result we have issued a notice of action to improve. This is a notice that requires the provider to take the actions below within the timescales set out.

By 30 April 2019:

3.65 Review and improve risk assessments when taking children on outings to ensure that staff have a secure knowledge of the outing location in order to better identify steps to be taken to manage risks and hazards.

3.68 Obtain sufficient information from parents about their children in order to ensure the safe and efficient management of the setting and to help ensure the needs of all children are consistently met.

The provider provided a full and detailed response to the notice to improve, within the required timescales.

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](#).