

Complaint about childcare provision

147435/ C111260

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Summary of complaint

On 8 July 2009, we received information that may impact on the care provided to children.

We carried out an unannounced visit to the premises and found the provider was not meeting the Early Years Foundation Stage General Welfare Requirements.

Following our investigation, we issued a notice to improve that asks the provider to ensure:

- carry out a risk assessment for each type of outing and review it before embarking on each specific outing - Safeguarding and promoting children's welfare
- take necessary steps to safeguard and promote the welfare of children specifically obtain written parental permission for children to take part in outings -Safeguarding and promoting children's welfare
- ensure that all records relating to childcare activities including vehicle documentation are readily accessible and available for inspection at all times – Documentation

We will review these requirements at the next visit. 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 about the complaints process please view the [*Concerns and complaints about childminders and childcare providers*](#) leaflet (Reference no. 080120)