

Complaint about childcare provision

EY338619/ C120178

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Summary of complaint

On 5 January 2010 we received information that raised concerns about the registration, which may impact on the care provided to children.

We carried out an announced visit to the setting on 8 January 2010 and found that although the setting had appropriate written policies and procedures in place to keep children safe whilst on outings; these procedures had not been thoroughly implemented during a trip to a local Theatre.

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

Ensure children are kept safe whilst on outings by implementing an effective and thorough risk assessment for every trip, which includes an assessment of adult:child required ratios. (Early Years Foundation Stage General Welfare Requirement – Safeguarding and promoting children’s welfare)

We will monitor the provider to ensure the action is successfully completed. 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)