

## **Complaint about childcare provision**

EY419426/C336885

**Date:** 23/02/2018

### **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 that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 18 January 2018 we received concerns that this provider was not meeting some of these requirements. We visited the provider on 29 January 2018 and we have 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. We monitored the provider's compliance with the Welfare Requirements Notice on 21 February 2018 and found that they had implemented suitable procedures to safeguard children. The provider is still registered with Ofsted.

Action needed:

ensure staff know how to implement a suitable safeguarding policy and procedures, to protect children when dealing with people under the influence of alcohol - By 19 February 2018

ensure there is a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person - By 19 February 2018

### **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)