

Complaint about childcare provision

Ref: EY540314/4000944

Date: 11 September 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 21 August we received concerns that this provider was not meeting some of these requirements. We also received a notification from the provider. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage welfare requirements to notify Ofsted of significant events that is likely to affect the suitability of the early year provider.

On 28 August 2018 we conducted an unannounced visit and as a result, issued 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. The provider is still registered with Ofsted.

Action needed.

Ensure all records of child protection concerns are documented accurately and clearly, and implement robust monitoring systems in order to establish any safeguarding concerns swiftly. 07/09/2018

Ensure the policy for use of mobile phones is implemented consistently. 07/09/2018

Keep a written record of accidents or injuries and first aid treatment and ensure parents/carers are notified on the same day or as soon as possible. 07/09/2018

On 10 September 2018, we conducted an unannounced visit and found that the provider had taken sufficient steps to meet the notice.

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](#).