

Complaint about childcare provision

Ref: 136058/4001179

Date: 14 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 2018 we received concerns that this provider was not meeting some of these requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below by 14 September 2018.

ensure the designated lead for safeguarding has the appropriate knowledge and skills to keep children safe and follows the guidance and procedures of the Local Safeguarding Children Board; especially when non-mobile babies have injuries,
improve staff knowledge of the action to take if they have a concern about a child's welfare, especially babies,

ensure all staff have effective supervision and provide the necessary support, coaching and training to help them fulfil their roles,

ensure that staff who hold a current first aid certificate are deployed effectively so they are able to respond to emergencies quickly,

ensure staff manage children's behaviour in an appropriate way taking into account their age and stage of development,

ensure children are adequately supervised and make sure they are always within sight or hearing,

ensure parents are given accurate information in a timely manner of any issues that may affect their child's well-being.

The provider is no longer 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](#).