

Complaint about childcare provision

Ref: EY270980/3993041

Date: 24 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 10 August 2018, we received concerns that this provider was not meeting some of these requirements. We have served actions. This notice requires the provider to take the action 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 there is a named deputy who is capable and qualified to take charge in the manager's absence (Staff qualifications, training, support and skills) To be completed by 02/10/2018.

ensure that at least one person, who has a current paediatric first aid (PFA) certificate, is on the premises and available at all times when children are present, and that PFA certificates are displayed, or that a list of staff who have a current PFA certificate is made available (Staff qualifications, training, support and skills) To be completed by 02/10/2018.

ensure that risk assessments are updated for any specific issues, including how any risk will be removed or minimised, with particular regard to preventing children's unsupervised access to the kitchen and children's safety in respect of any sharp implements (Risk assessment) To be completed by 02/10/2018.

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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).