

## **Complaint about childcare provision**

Ref: EY554337/4002633

Date: 27 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](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 24 August 2018 we received concerns that this provider was not meeting some of these requirements. We visited the provider on 3 September 2018 and issued the provider with a notice to improve. The provider will be able to give parents further information about this.

- ensure staff with paediatric first aid are available and deployed so that they are able to respond to emergencies quickly by 7 September 2018
  - improve staff knowledge and understanding of risk assessment procedures so that risk assessment is ongoing, all risks are correctly identified and reasonable steps are taken so that all children are not exposed to unnecessary risk of harm by 28 September 2018
  - maintain an accurate daily record of the hours that children attend by 7 September 2018
  - ensure Ofsted are notified of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children within the required time frame by 14 September 2018
  - ensure parents are provided with information about the setting, including, how the EYFS is being delivered, how they can access more information, the range and type of activities and experiences provided and the routine of the setting by 28 September 2018.
- The provider is still 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.