

## **Complaint about childcare provision**

Ref: EY477426/C352924

Date: 4 October 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 the 12 July 2018 we carried out an unannounced inspection. We found that the 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 within the timescales set out. The provider will be able to give parents further information about this.

Actions needed:

ensure all practitioners have a clear understanding of their roles and responsibilities, in particular to notify Ofsted about any significant event which is likely to affect the suitability of the provider or any person who cares for, or is in regular contact with, children on the premises to look after children, by 15 August 2018

ensure that concerns about children safety or welfare are reported to statutory agencies, such as children's social care services, without delay, by 15 August 2018

ensure that children's daily hours of attendance are accurately recorded, by 15 August 2018

improve the key-person system so that children have a settled relationship with staff and their learning and care are tailored to their individual needs, by 15 August 2018

ensure staff follow good hygiene practices to prevent the spread of infection, by 15 August 2018

implement effective arrangements for the supervision of staff to improve their teaching skills and provide all children with good-quality experiences, by 15 August 2018

On 16 August 2018, we carried out an unannounced visit to the provider to monitor the Welfare Requirements Notice. We found that the provider was meeting the requirements and will be re-inspected within six months of the original inspection date. The provider remains 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](#).