

## **Complaint about childcare provision**

Ref: EY552668/4053692

Date: 11 December 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. Between 13 August and 2 November 2018, we received information that raised concerns. On 6 November 2018 we carried out an unannounced visit to the setting. Following the visit, we served a Welfare Requirements Notice (WRN). This is a legal notice that requires the provider to take the action within the timescales set. We asked the provider to ensure reasonable steps are taken to identify and reduce or remove any risks which may compromise children's safety. To ensure there are sufficient number of staff trained in Paediatric first aid to be able to respond to emergencies quickly. We also asked that the practitioner designated to take lead responsibility for safeguarding children has sufficient understanding to fulfil the role and provide support advice and guidance to any other staff on an on-going basis. In addition, we asked the provider to train all staff to understand the safeguarding policy and procedures and ensure that all staff have up-to-date knowledge of safeguarding issues.

We carried out an unannounced monitoring visit on 10 December 2018 to monitor the WRN's and check the provider's compliance with requirements. We are satisfied the provider has taken prompt and effective action to meet the requirements. The next step will be a full inspection. 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](#).