

Complaint about childcare provision

Ref: EY357571/4080278

Date: 28 November 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 15 November 2018 we received concerns that this provider was not meeting some of these requirements. On 20 November 2018 we conducted an unannounced visit and as a result we have issued 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. The provider is still registered with Ofsted. Action needed.

3.50

Keep an accurate record of accidents or injuries and first aid treatment and inform parents and/or carers of any accident or injury sustained by the child. 07/12/2018

3.6

Ensure all staff understand the safeguarding policy and procedures, including their knowledge and understanding of what do in the case of an allegation, the Prevent Duty, female genital mutilation and the inappropriate behaviours of adults. 07/12/2018

3.4

Ensure designated officers understand their responsibilities to liaise with the local safeguarding children's board agencies and give support and advice to staff as required. 07/12/2018

3.76

Maintain an accurate daily record of the times of children's attendance. 07/12/2018

3.68

Maintain records and obtain and share information (with parents and carers, other professionals working with the child, the police, social services and Ofsted or the childminder agency with which they are registered, as appropriate) to ensure the safe and efficient management of the setting. 07/12/2018

On 10 December 2018 we conducted an unannounced visit and found that the provider had taken suitable action to meet the notice.

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](#).