

Complaint about childcare provision

Ref: EY340710/4126964

Date: 12 March 2019

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 14 January 2019 we received concerns that this provider was not meeting some of these requirements. On 13 February 2019 we visited the provider and as a result of finding that the provider was not meeting some of the requirements we served a Welfare Requirements Notice as well as a Notice to Improve. 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.

To meet the safeguarding and welfare requirements the provider must by the 08 March 2019:

- take all reasonable steps to ensure children are not exposed to risks, including leaking water in the bathroom, broken radiator and pipe covers in the main play area
- ensure that children are adequately supervised to minimise the risk of accidents and to keep children safe at all times
- ensure the premises and the equipment provided are in a clean condition and staff follow hygienic procedures for the disposal of nappies to prevent cross contamination
- ensure sleeping children are in sight or hearing of an adult at all times and they are frequently checked.

To meet the learning and development requirements, the provider must by the 08 March 2019:

- provide support and coaching to ensure staff respond to each child's emerging needs and interests, to guide children's development through warm, positive interaction both indoors and outside
- plan an exciting range of activities that offer children enough challenge appropriate to their stage of development to promote their learning both indoors and outdoors

We monitored these actions at inspection on 11 March 2019. We found the provider had met the Welfare Requirement Notices issued. The provider had not met the Notices to Improve fully. 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](#).