

Complaint about childcare provision

Ref: EY540321/4181362

Date: 5 April 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--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 21 March 2019 we received concerns that this provider was not meeting some of these requirements. We conducted an unannounced visit and 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. Action needed.

3.4 Ensure that all staff are trained to identify concerns in a child's life or elsewhere.
02/04/2019

3.6. improve staff knowledge to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way. 02/04/2019

3.50 Keep an accurate written record of all accidents and injuries. 02/04/2019

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, and to help ensure the needs of all children are met.
02/04/2019

On 3 April 2019, we conducted an unannounced and found the provider took suitable action to meet the notice. 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](#).