

## **Complaint about childcare provision**

Ref: 125545/4228184

Date: 19 June 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](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 13 May 2019 we received concerns that this 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:

implement an effective risk assessment, in particular ensuring the ironing board and iron are out of reach of children, the front door is made secure from the inside and cupboard drawers are safe, by 10 July 2019

ensure appropriate adult to children ratios are maintained to help make sure that children's safety and individual needs are met at all times, by 10 July 2019

take all the necessary precautions to help ensure that children are kept safe on outings, by 10 July 2019

improve your knowledge and skills to help manage children's behaviour in an appropriate manner and provide them with effective quality interactions and support, by 10 July 2019

maintain an accurate daily record of children's names and hours of attendance, by 10 July 2019

make sure the required written records are kept of any accidents or injuries and first-aid treatment administered, by 10 July 2019

ensure all documentation is ready for inspection and Ofsted are aware of any records that are being kept off the premises, by 10 July 2019

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](#).