Complaint about childcare provision

Ref: EY539602/4221078

Date: 24 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 7 May 2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 9 May 2019. 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. The provider is still registered with Ofsted.'

Actions needed

improve risk assessments to ensure children are kept safe by 06.06.19

take all responsible steps to prevent unauthorised persons entering the premises by 06.06.19

ensure that the correct staff-to-child ratios are met to promote children's safety by 06.06.19

ensure an enhanced Disclosure and Barring Service check is obtained for every person aged 16 years and over who works directly with children by 06.06.19

improve hygiene routines and ensure all children wash their hands before meals by 06.06.19

A monitoring visit was carried out on 7 June 2019, where we found the provider had taken satisfactory action to meet all the actions raised. 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.