

## **Complaint about childcare provision**

Ref: EY389423/4262668

Date: 8 July 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. We received concerns that this provider was not meeting some of these requirements.

On 5 July 2019 we carried out a regulatory visit and served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. Ofsted will monitor the provider's compliance with the notice. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

#### **Actions needed**

- ensure that children are supervised effectively and are usually within sight and hearing and always within sight or hearing by 9 July 2019
- ensure that the usual ratio requirements are maintained so that when working without an assistant, no more than six children under the age of eight are cared for and of these no more than three children are aged under five by 9 July 2019
- ensure that the premises, including overall floor space and outdoor spaces are hygienically maintained, fit for purpose and suitable for the age of children and the activities being provided by 9 July 2019
- take all reasonable steps to ensure that children are not exposed to risks by 9 July 2019
- ensure that written permission is obtained from parents prior to administering prescription or non-prescription medicine to children by 9 July 2019
- maintain an accurate daily record of children's hours of attendance by 9 July 2019.

Ofsted is satisfied with the action taken by the provider to meet the welfare requirements 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](#).