

## **Complaint about childcare provision**

Ref: EY233564/4197652

Date: 1 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.

On the 18 and 21 April 2019 we received concerns that this provider was not meeting some of these requirements. We conducted an unannounced visit to the provider and have 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. The provider is still registered with Ofsted.

#### Actions needed:

ensure enhanced criminal record and barred list checks are completed in respect of every person aged 16 and over who is employed and involved in the provision by 15 May 2019

take all reasonable steps are taken to ensure staff and the children in your care are not exposed to risks of potential harm by 15 May 2019

ensure staffing arrangements, including the deployment of staff, meets the needs of all children by 15 May 2019

ensure there is a named deputy, who is capable and qualified to take charge in the manager's absence by 15 May 2019

ensure all staff, including agency staff, receive induction training to help them understand their roles and responsibilities by 15 May 2019.

The provider has addressed the above actions within the set timescales.

On 21 June 2019 we received further concerns that this provider was not meeting the requirements of registration. We conducted an unannounced visit to the provider and have issued a notice to improve action. The provider will be able to give parents further information about this.

Action needed:

implement your medication policies and procedures correctly to ensure the good health of children is promoted at all times by 12 July 2019.

The provider has addressed the above action within the set timescale.

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](#).