

## **Complaint about childcare provision**

Ref: 2522417/4284711

Date: 24 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 18 July 2019 we received concerns that this provider was not meeting some of these requirements. On 19 July 2019, we visited the provider and found they were not meeting a number of requirements. As a result, we have served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the identified timescales.

ensure there is a named deputy who is qualified and capable to take charge in the managers absence by 2 August 2019

implement effective supervision for staff to ensure that they understand their role and responsibilities by 2 August 2019

ensure that staff are trained in understanding the settings safeguarding policy and procedures, including what action to take should they have concerns about another member of staff or the manager by 2 August 2019

implement effective arrangements for the supervision of children to ensure they are kept safe at all times by 2 August 2019

ensure the premises are safe and suitable for children and that staff understand how to identify and minimise hazards to children by 2 August 2019.

The provider will be able to give parents further information about this. We will monitor the action the provider takes.

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](#).