

## **Complaint about childcare provision**

Ref: EY536199/4277170

Date: 8 August 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 9 July 2019 we received concerns that this provider was not meeting some of these requirements. We visited and issued a notice to improve that requires the provider to complete the actions below. 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 to be completed by 16 August 2019;

ensure staff, particularly those caring for the youngest children, can summon support when needed to meet the needs of the children

deploy staff with paediatric first aid training effectively to ensure they are able to respond to emergencies promptly

take all reasonable steps to ensure that staff and children in their care are not exposed to risk when transporting hot food and liquids.

The provider has completed the above actions and 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](#).