

## **Complaint about childcare provision**

Ref: EY543763/4299660

Date: 16 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 16 July 2019, we received concerns that the provider was not meeting some of these requirements. The provider must take the actions below by 14 August 2019. The provider will be able to give parents further information about this.

Actions needed:

- improve induction training for staff to help them understand their roles, responsibilities, and the safeguarding and welfare requirements, in particular for newly recruited managers
  
- improve knowledge of the requirements to notify Ofsted of changes to the provision
  
- have sufficient staff with current paediatric first aid certificates to meet the needs of the number of children and layout of premises to ensure that a paediatric first aider is able to respond to emergencies quickly
  
- ensure the required indoor space requirements are met for all children at all times
  
- ensure all records about children, including those about special health and dietary requirements, food allergies and emergency contact details, are easily accessible and available to those who have a right or professional need to see them

- ensure all records about staff including enhanced Disclosure and Barring Service checks and paediatric first aid certificates, are easily accessible and available to those who have a right or professional need to see them.

The provider has taken sufficient steps to meet these 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](#).