

Complaint about childcare provision

Ref: EY453858/4285200

Date: 18 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 11 and 19 July 2019 we received concerns that this provider was not meeting some of these requirements. We visited the provider and served a Welfare Requirements Notice. On 8 August 2019 we received additional concerns that this provider was not meeting some of these requirements. We visited the provider again and served a further 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 by the 20 July 2019

ensure children are adequately supervised at all times and within sight or hearing,

ensure staff are effectively deployed to promote children's safety and to meet their individual needs,

ensure that individuals who hold designated safeguarding lead responsibilities have sufficient knowledge and understanding of safeguarding to fulfil their responsibilities and ensure that prompt and appropriate action is taken in the event of safeguarding issues arising,

maintain records and obtain and share information (with parents and carers, other professionals working with the child, the police, social services and Ofsted, as appropriate) to ensure the safe and efficient management of the setting, and to help ensure the needs of the children are met.

We are satisfied with the action taken by the provider. 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](#).