

Complaint about childcare provision

Ref: EY440629/4302740

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 9 August 2019 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and have issued a Notice to Improve. This is a 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.

Action required;

Ensure risk assessments for outings are robust and regularly reviewed so that all risks to children are rigorously identified and minimised to keep children safe on outings.

Ensure written permission is obtained from parents/carers prior to administering any medication.

Ensure the policy for dealing with concerns and complaints from parents/carers is fully implemented and keep a written record of any complaints, and their outcome.

Keep a record of the identity checks and vetting processes that have been completed (including the criminal records check reference number, the date a check was obtained and details of who obtained it).

Actions to be completed by 27 August 2019

The provider has addressed the above actions within the set timescale. The provider remains suitable for registration.

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](#).