

Complaint about childcare provision

Ref: 116066/4216297

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.

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 29 April 2019 and 21 June 2019 we received concerns that this provider was not meeting some of these requirements. We liaised with external agencies. We visited the provider and have served a notice to improve. have served a notice to improve that asks the provider to take the actions below by 9 August 2019. The provider will be able to provide further information about this. We will continue to monitor the provider. The provider remains registered with Ofsted.

make sure hazards in the environment are identified and take steps to minimise risks to children's safety, with particular regard to the outdoor play area and the children's playroom

ensure children are supervised appropriately and remain within sight or hearing at all times to protect their safety

ensure the good health of children, make sure the equipment children have access is hygienic to and food is not shared to prevent cross contamination

keep a written record of any complaints received and their outcome

ensure children are safeguarded in line with the Local Safeguarding Children Board procedures by securing knowledge of how to identify, understand and respond appropriately to signs of possible abuse and neglect

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ensure children's behaviour is managed consistently using positive strategies so that children learn how and why they should behave and why some behaviour is inappropriate

provide learning experiences that meet children's individual needs, with particular regard to babies that provide sufficient challenge to ensure children are well occupied, engaged and make good progress.

The provider responded to the notice and now meets the requirements. The provider also works closely with the local authority to make sure she meets the requirements for registration. The provider is 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](#).