

## **Complaint about childcare provision**

Ref: EY404949/4302545

Date: 18 September 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 8 August 2019, we received concerns that this provider was not meeting some of these requirements. We carried out an announced visit to the provision on 4 September 2019 and served a welfare requirement 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.

Actions needed by 19 September 2019:

ensure children are kept safe on outings and risks are kept to a minimum, specifically when using equipment such as trampolines

ensure children are adequately supervised at all times, usually within your sight and hearing but always within sight or hearing

improve the sharing and regular two-way flow of information with parents and carers, specifically to help ensure the needs of all children are met

improve understanding of which agencies to contact should a child sustain a serious accident or injury

Additionally, the following Childcare Register Actions are needed by 19 September 2019:

a daily record of the names of the children looked after on the premises and their hours of attendance

the name, home address and date of birth of each child who is looked after on the premises

the name, home address and telephone number of a parent/guardian/carers of each child who is looked after on the premises.

An announced visit was conducted on the 20 September 2019. We found the provider had

taken appropriate action to meet the welfare requirements notice. The provider 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](#).