

Complaint about childcare provision

Ref: EY478297/4316576

Date: 15 October 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 27 August 2019 we received information that raised concerns that the provider was not meeting some of the requirements. Following this we carried out an unannounced visit to the setting on 9 October 2019. We have issued the provider with a notice to improve that requires them to take the actions below by 04 November 2019. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed:

- maintain an accurate record of accidents and injuries and the first aid treatment given
- ensure that all staff have adequate knowledge and skills to carry out their roles competently and to meet the needs of children in their care
- ensure that staff deployment is effective to keep children safe and to meet their needs effectively
- ensure that staff have a clear understanding of the setting's policies and procedures in relation to administering medication
- ensure that effective systems are in place to manage children's behaviour appropriately
- maintain a record of complaints as required and ensure that it is available for inspection.

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](#).