

Complaint about childcare provision

Ref: EY254865/4289408

Date: 22 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 25 July 2019 we received concerns that this provider was not meeting some of these requirements. We have issued a Welfare Requirement Notice. This is a legal notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action to be taken by 27 August 2019

ensure children are not left unsupervised with anyone other than registered assistants

ensure children are effectively supervised so that they are usually within sight and hearing; and always within sight or hearing

ensure at least one person who has a current paediatric first aid certificate accompanies children on outings, including, taking and collecting children to and from school.

We conducted unannounced visits on 29 August 2019 and 14 October 2019. We are satisfied with the action taken by the provider.

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](#).