

## **Complaint about childcare provision**

Ref: EY541857/4348799

Date: 10 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](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 the 4 October 2019, we received concerns that the provider was not meeting some of the early years foundation stage requirements. On the 10 October 2019 we conducted an unannounced visit and served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

#### **Actions needed**

take effective steps to maintain the security of the premises, to ensure children cannot leave unsupervised and to prevent unauthorised access

take steps to ensure staffing arrangements meet the needs of all children, and that children are always within sight or hearing

ensure the daily record of attendance contains the names of the children being cared for on the premises and their actual hours of attendance

take action to ensure the safety of all children on outings, to ensure their health and safety

ensure all risks and hazards to children's safety are identified, removed or minimised.

On 28 October 2019, we conducted an unannounced visit and found that the provider had taken appropriate action to meet the actions raised.

The provider is still 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](#).