

Complaint about childcare provision

Ref: EY486589/4361380

Date: 19 November 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 the 18 October 2019 we received concerns that this provider was not meeting some of these requirements. We conducted an unannounced visit on 30 October 2019. We have served a Welfare Requirements 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 12 November 2019:

demonstrate that all reasonable steps are taken to prevent children from leaving the premises unsupervised

ensure that you take all reasonable steps to ensure children in your care are not exposed to risks and demonstrate how you are managing risks, with particular regard to parents, visitors and children entering and leaving the premises

maintain records and obtain and share accurate information with parents and other professionals to ensure the safe and efficient management of the setting and to ensure the needs of all children are met

put appropriate arrangements in place for the supervision of staff who have contact with children and families and provide support, coaching and training to encourage confidential discussion of sensitive issues and improve personal effectiveness

ensure policies and procedures to be followed in the event of a child going missing at the setting are accurate and make sure that required records are completed and maintained to keep children safe and well

ensure a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person is accurate at all time.

On the 13 November 2019 we conducted an unannounced monitoring visit to check compliance with the Welfare Requirement Notice. We found the provider has taken sufficient action to meet the Welfare Requirement Notice. 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](#).