

## **Complaint about childcare provision**

Ref: 135420/4364062

Date: 1 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](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 18 October 2019 we received concerns that this provider was not meeting some of these requirements.

On 24 October 2019 we visited the provider and have served a notice to improve that asks the provider to take the actions below by 15 November 2019.

ensure all staff have secure knowledge of child protection and implement the safeguarding policy, particularly in the event an allegation is made against staff

assess the risks or hazards which may arise to all children, identify aspects of the environment that need to be checked regularly and take steps to remove, minimise and manage those risks and hazards to keep children safe

deploy staff effectively to ensure sufficiently qualified and consistent staff work with children to meet their needs

secure access to the premises ensure unknown persons are robustly vetted to keep children safe

take reasonable steps to ensure the safety of children, make sure all emergency exits can be easily opened to secure swift evacuation in the case of an emergency

ensure children have access to clean bedding and equipment is stored safely and arranged effectively to reduce the risk of cross infection

ensure young children and babies experience positive social meal times, to promote their well-being and development.

The provider responded to the notice in full and has taken appropriate action to address the breaches identified. The provider will be able to give parents further information about this.

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](#).