

Complaint about childcare provision

Ref: EY539581/4321770

Date: 9 December 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 23 August 019 , we received concerns that this provider was not meeting some of these requirements. In particular that the methods used for behaviour management were inappropriate. We carried out an unannounced visit on 12 September 2019. We found that not all of the 'Statutory framework for the early years foundation stage' requirements were being met. 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. The provider is still registered with Ofsted.

Action needed;

ensure that all staff implement the whistle blowing procedures and act swiftly when concerns or allegations are raised about staff or managers by 3 October 2019

implement effective recruitment, induction and supervision processes to ensure the manager is suitable to fulfil the requirements of the role by 3 October 2019

ensure there is always at least one member of staff on the premises with appropriate Paediatric First Aid by 3 October 2019

ensure there is always a manager, or a deputy capable to take the lead in the managers absence, on site by 3 October 2019

develop an understanding of the changes that must be notified to Ofsted, including any changes to the registered persons by 3 October 2019

We carried out a monitoring visit on 04 October 2019. The provider has taken satisfactory action to meet the welfare requirements 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](#).