

Complaint about childcare provision

Ref: EY404890/4374890

Date: 25 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 4 November 2019 we received concerns that this provider was not meeting some of these requirements.

On the 20 November 2019 we carried out an unannounced visit. We found that the provider was not meeting some of these requirements. 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.

Actions needed

- ensure safeguarding policies and procedures are implemented and adhered to by all staff including managers with particular regard to; use of mobile phones and reporting allegations to the relevant child protection agencies within required timescales, by 02/12/2019
- put effective processes in place to ensure medication taken by staff does not impact their ability to care for children. by 02/12/2019.

We visited on the 4 December 2019. The provider responded to the notice and demonstrated they have taken action to meet the requirements.

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](#).