

Complaint about childcare provision

Ref: 2526408/4397024

Date: 23 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

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 20 November 2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit to the provision and have issued 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 all staff effectively implement the policy and procedures to safeguard children, including taking appropriate action when a child has an accident, and the use of mobile phones by 10 January 2020

ensure that people looking after children are suitable to fulfil the requirements of their roles by 10 January 2020

ensure staffing arrangements meet the needs of the children and ensures their safety. With particular regard to the effective deployment of staff by 10 January 2020.

On 14 January 2020 we carried out an unannounced monitoring visit to the provision. We found that the provider has taken appropriate action to meet the Welfare Requirements

Notice actions. 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](#).