

Complaint about childcare provision

Ref: EY494792/4392809

Date: 20 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-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 28 November we received concerns that this provider was not meeting some of these requirements. Following this complaint, on 10 December 2019 we received a notification from the provider. Regarding the suitability of a member of staff. This notification means the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises. As a result, we visited the provision on 17 December 2019. We 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 remains registered with Ofsted.

Actions required:

- take all necessary steps to keep staff and children safe and well by ensuring that the premises and all equipment is safe, suitable and hygienically maintained by 8 January 2020
- take all reasonable steps to ensure that children are not exposed to risks, in particular regard to security and pets, and demonstrate how risks are managed by 8 January 2020
- ensure that a daily record of the names of the children being cared for on the premises and their hours of attendance is consistently and accurately maintained by 8 January 2020
- ensure that written permission is obtained from parents prior to administering each particular medicine to children and maintain a written record of each time medicine is administered by 8 January 2020.

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](#).