

Complaint about childcare provision

Ref: EY479376/4407464

Date: 20 January 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, (EYFS) 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 18 December 2019, we received concerns that this provider was not meeting some of these requirements. During a visit on 27 February 2019 we found that the provider was not meeting some of the requirements. Following the visit, we have issued a Notice to Improve. This is a 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 there is a named deputy who, in their judgement, is capable and qualified to take charge when the managers are absent from the setting by 3 February 2020

make sure the premises are fit for purpose and suitable for the age of children cared for and the activities provided on the premises, including making sure trailing wires are secured, cleaning products are kept out of reach and the resources in the outdoor area are clean and hygienic by 3 February 2020

complete effective risk assessments to identify and minimise, or remove where possible, hazards to children by 3 February 2020

follow policies and procedures when there are concerns about an adult's suitability and ensure all relevant professionals are notified in a timely manner to keep children protected by 3 February 2020

hold confidential information and records about staff and children securely and ensure records are easily accessible and available to those who have a right or professional need to see them by 3 February 2020

store staff medication securely and out of reach of children, at all times by 3 February 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](#).