

Complaint about childcare provision

Ref: EY418648/4398342

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 5 December 2019, we received information that suggested that the provider did not meet the legal requirements for Risk assessments, Complaints, Ratio, Staff deployment and Outings. On 18 December 2019 we carried out a compliance visit. We found that the provider did not meet the legal requirements and there was a further breach in premises, safeguarding policy and information about the provider. We served Welfare Requirement Notice and set actions the that the provider must take within the timescales set out.

The actions are required to be completed by 20 January 2020.

Develop a robust understanding of procedures of the relevant local safeguarding children board and ensure any concerns about children's safety and welfare are recorded and responded to in a timely way

Make sure a public liability insurance to cover all premises is maintained

Ensure a daily record of the names of the children being cared for on the premises, their hours of attendance are kept.

On 21 January 2020, we carried out a compliance visit to monitor the actions. We are satisfied that the provider has taken swift action to address the action set. The provider remains 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](#).