

Complaint about childcare provision

Ref: EY359944/4420190

Date: 12 February 2020

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 9 January 2020 we received concerns that this 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 by 13 March 2020;

ensure that the policy, and procedures, to safeguard children are implemented at all times, specifically the action to be taken in the event of an allegation being made against a member of staff;

take steps to ensure that the lead practitioner attends training in order to have the knowledge and skills to support other team members and to follow appropriate and timely procedures when required ;

have regard for the government's statutory guidance 'Working Together to Safeguard Children' and to the 'Prevent duty guidance for England and Wales';

ensure that one person who has a current paediatric first aid certificate accompanies children on outings, including trips to and from local schools;

assess risks or hazards which may arise on outings, including trips to and from local schools and identify the steps to be taken to remove, minimise and manage those risks and hazards;

implement effective systems to ensure that people who have regular contact with children are suitable;

obtain an enhanced criminal records check in respect of every person aged 16 and over (including for unsupervised volunteers, and supervised volunteers who provide personal care).

The provider will be able to give parents further information about this. 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](#).