

Complaint about childcare provision

Ref: EY553630/4442726

Date: 25 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 3 February 2020, we received concerns that this provider was not meeting some of these requirements. We 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. Actions needed:

ensure there is a named deputy who, is capable and qualified to take charge in the manager's absence; ensure that the premises are suitable and fit for purpose; this relates to responding appropriately, in a timely manner, to identified risks and maintenance issues to minimise potential harm to children while providing them with a suitable environment in which to play and learn; have appropriate fire detection and control equipment for the microwave in the baby room and ensure staff know how to comply with fire safety requirements; ensure there is an adequate number of toilets available and that these are suitable hygienic facilities and ensure safeguarding practice and procedure is in accordance with the setting's child protection policy. This is with specific regard to the knowledge and understanding of designated practitioners with lead responsibility for safeguarding children in the setting: by 27 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](#).