

## **Complaint about childcare provision**

Ref: EY386062/4384192

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', which you can find at [www.gov.uk/government/publications/early-years-foundation-stage-framework--2](http://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 19 November 2019, we received concerns that this provider was not meeting some of these requirements. We had previously received a notification from the provider on 24 September 2019 which related to some of the concerns identified. The notification means that 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 to look after children.

On 9 January 2020, we carried out an unannounced visit to the provider to assess whether the provider was meeting the requirements.

Following our visit, we issued the provider with 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.

Actions needed by 29 January 2020:

- ensure records relating to safeguarding matters are clearly logged and recorded to promote children's safety and welfare
- ensure children are appropriately supervised at all times to support their safety in the setting
- ensure the children's bathrooms are safely and hygienically maintained at all times
- implement effective risk assessment arrangements, with particular regard to children's use of the bathrooms and the stairs
- implement effective systems to monitor behaviour management issues and demonstrate how staff will work effectively with parents to support children's behaviour appropriately
- improve the procedures for dealing with concerns and complaints to clearly show what the outcome is and how this has been shared with the complainant.

The provider has since confirmed that the actions have been met. 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](#).