

Complaint about childcare provision

Ref: EY554664/4454520

Date: 28 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 14 February 2020, we received concerns that the provider was not meeting some of these requirements. We visited on 25 February 2020 and issued a Welfare Requirements Notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 13 March 2020:

take all reasonable steps to prevent unauthorised persons from entering the areas of the premises where children are cared for

ensure that requirements of food safety legislation are adhered to in relation to the preparation of meals

make sure that at least one person who has a current paediatric first aid certificate is on the premises at all times when children are present

ensure that information about staff qualifications and the vetting processes that have been completed is recorded and available for all staff employed.

We visited the provider on 16 March 2020 and were satisfied with the action that had been taken to ensure that requirements are 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](#).