

Complaint about childcare provision

Ref: EY478216/4464740

Date: 3 March 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 27 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 by 18 March 2020:

keep a record of information about the checks and vetting processes that have been completed for all staff working at the setting

demonstrate how you ensure that children are adequately supervised, and staff appropriately deployed to meet children's needs and ensure their safety

maintain required documentation to ensure the safe and efficient management of the setting and to help ensure the needs of all children are met. This is with regard to ensuring that paediatric first aid certificates are made available and accurate records of attendance are in place.

We monitored this setting on 15 June 2020 and found that the provider has taken sufficient action to meet the welfare requirement notice.

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](#).