

Complaint about childcare provision

Ref: EY559937/4527270

Date: 27 August 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 18 June 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 21 August 2020.

- ensure that staff adhere to the safeguarding policy in relation to the use of mobile phones in the setting
- ensure that all staff, including the manager has a clear understanding of their roles and responsibilities to meet the requirements of the Early Years Foundation Stage
- ensure the premises are fit for purpose, in particular, that there are suitable, safe sleeping arrangements in place for all children
- ensure that the premises are fit for purpose, in particular, that they are adequately clean, and that the requirements for health and safety legislation are adhered, including fire safety and hygiene requirements
- put in place risk assessments which demonstrate that all reasonable steps are in place to minimise risk to children and staff with particular regard to the storage of medication, protection of children from the effects of extreme weather conditions and other hazards.

The Welfare Requirement Notice was monitored and the provider took appropriate action to make the required improvements.

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](#).