

Complaint about childcare provision

Ref: EY425928/4573246

Date: 25 September 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 10 September 2020 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and 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.

3 The early years foundation stage

provide equality of opportunity and anti-discriminatory practice to ensure every child included and supported by 16 October 2020.

3.4 Child protection

ensure all staff are alert to any issues of concern in the child's life at home or elsewhere by 16 October 2020.

3.9 Suitable people

ensure that adults looking after children are suitable to fulfil their roles and understand their individual responsibilities by 16 October 2020.

3.27/1.10 Key person

ensure all children's care is tailored to meet their individual needs, working closely with parents to provide settled, supportive relationships for each child by 16 October 2020.

3.52 Managing behaviour

ensure children's behaviour is managed in an appropriate way by 16 October 2020.

3.64 Risk assessment

review and improve ongoing risk assessments to ensure that all possible hazards to children are identified and minimised, specifically outside by 16 October 2020.

3.67 Special educational needs

ensure effective arrangements are in place to identify and support children who may have special educational needs or disabilities by 16 October 2020.

3.68 Information and records

ensure accurate records are maintained in order to share information to help meet the needs of all children by 16 October 2020.

3.70 Information and records

ensure all staff understand the importance of confidentiality to protect the privacy of children in their care by 16 October 2020.

3.73 Information and records

make sure information is available to parents about how the early years foundation stage (EYFS) is being delivered; ensuring information regarding the range and type of activities and experiences for children is accurate by 16 October 2020.

The provider is still registered with Ofsted.

On 20 November 2020 we completed a monitoring visit to the provider and found that all the Welfare Requirements Notices set at the visit on 10 September 2020 had 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).