

## **Complaint about childcare provision**

Ref: EY497475/4402712

Date: 11 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](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 11 December 2019, we received concerns that this provider was not meeting some of these requirements. On 6 January 2020, we carried out an unannounced visit and found breaches in requirements relating to Information and records, staff: child ratios, staff qualifications, training and skills and suitable people.

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. It is an offence not to comply with a Welfare Requirements Notice. The provider will be able to give parents further information about this.

ensure forms kept for the safe and efficient management of the setting do not have missing or incomplete information, paying particular attention to medication records and accident records by 3 February 2020

ensure staff deployment is effective in ensuring children's safety by 3 February 2020

demonstrate how you will access and provide training for practitioners which promote the interests of children. In particular, support and help with managing challenging behaviour by 3 February 2020

ensure that any person, who has not had their suitability checked by Ofsted, does not have unsupervised contact with children being cared for by 3 February 2020.

We will monitor the action taken by carrying out a full inspection. 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](#).