

## **Complaint about childcare provision**

EY332113/C338459

**Date:** 13/03/2018

### **Summary of complaint**

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 5 February 2018 we received concerns that this provider was not meeting some of these requirements. We served a Welfare Requirements Notice. This is a legal notice that required the provider to take the actions below within the timescales set out.

#### **Actions needed**

Ensure that staffing arrangements meet the needs of all children and ensures their safety by 2 March 2018

Ensure the child's parents and/or carers are notified each time medication is administered on the same day, or as soon as reasonably practicable by 2 March 2018

Ensure that the premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and the activities provided on the premises by 2 March 2018

Ensure that all reasonable steps are taken to ensure staff and children are not exposed to risks and demonstrate how risks are managed. Ensure risk assessments identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised by 2 March 2018.

On 6 March 2018 we completed another investigation visit and found that the provider had taken action as required. Qualified and experienced staff had been recruited. Improvements to the daily routines had been made.

Redecoration and professional cleaning had been completed. Risk assessments had been improved and implemented. Improved procedures ensure parents and/or carer are notified each time medication is

administered. The provider will be able to give parents further information about this. The provider remains 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)