

## **Complaint about childcare provision**

EY487628/C351507

**Date:** 19/07/2018

### **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 28 June 2018 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 9 July 2018, where we found the provider had not taken all reasonable steps to ensure children are not exposed to risks, with particular regard to the temperature in children's play rooms and windows in the upstairs playrooms. We also found that effective arrangements were not in place to monitor staff and provide them with the training, support and guidance they need so that they fully understand how to promote children's welfare and safety. We 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.

**Actions needed:**

take all reasonable steps to ensure children are not exposed to risks, with particular regard to the temperature in children's play rooms and windows in the upstairs playrooms by 13 July 2018

ensure effective arrangements are in place to monitor staff and provide them with the training, support and guidance they need so that they fully understand how to promote children's welfare and safety by 13 July 2018.

We carried out monitoring visit on 16 July 2018 to ensure the provider had complied with the notice. We found that the provider had taken all of the necessary action required. 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)