

Complaint about childcare provision

EY474157/C337595

Date: 14/02/2018

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 26 January 2018 we received concerns that this provider was not meeting some of these requirements. We issued a notice of action to improve. 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.

Furthermore, a notifiable incident occurred which the provider did not report to Ofsted. The provider is still registered with Ofsted.

Implement the safeguarding policy and procedure in line with the relevant Local Safeguarding Children's Board, including when an allegation is made against a member of staff. 28/02/2018

For children aged under two, ensure there is at least one member of staff for every three children. 28/02/2018

For children aged two, ensure there is at least one member of staff for every four children. 28/02/2018

For children aged three and over, where there is a person with suitable level 6 qualification able to work directly with the children, ensure there is at least one member of staff for every 13 children. 28/02/2018

For children aged three and over, where there is not a person with suitable level 6 qualification able to work directly with the children, ensure there is at least one member of staff for every eight children. 28/02/2018

Keep a daily record of the names of the children being cared for on the

premises, their hours of attendance and the names of each child's key person. 28/02/2018

The provider took prompt and effective action to meet all notices to improve.

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