

Complaint about childcare provision

EY422543/C343876

Date: 19/06/2018

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 9 April 2018, we received concerns that this provider was not meeting some of these requirements. We visited this provider and observed practice, spoke to members of staff and reviewed documentation. We found the provider had failed to provide children with fresh drinking water, did not meet the qualification requirements and had been out of ratio on more than one occasion. We have issued the provider with a notice to improve.

Actions needed

- ensure that staff:child ratios are met at all times, by 15 June 2018
- ensure that qualification requirements are met at all times, by 15 June 2018
- ensure that fresh drinking water is available and accessible to children at all times, by 15 June 2018.

The provider has responded to the actions set and have now taken appropriate action to meet the requirements. 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 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