

## **Complaint about childcare provision**

EY372246/C338312

**Date:** 25/05/2018

### **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 13 March 2018, we received concerns that this provider was not meeting some of these requirements. We have served 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

make sure all managers and staff receive induction training, to help them have a clear understanding of their roles and responsibilities, by 15 June 2018

take effective steps to ensure managers and staff implement relevant ratio requirements, and staffing arrangements meet the needs of all children, by 15 June 2018

ensure there is at least one member of staff with a full and relevant level 3 qualification and at least half of all staff with a full and relevant 2 qualification caring for children age under two at all times, by 15 June 2018

put appropriate arrangements in place to hold the name, home address and telephone number of any person living or employed on the premises, by 15 June 2018.

The provider will be able to give parents further information about this. The provider was still registered with Ofsted.

On 18 June 2018, we visited the provider to monitor the welfare requirements notice that had been issued. We found the provider had met the actions appropriately and took no further action. 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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)