

Complaint about childcare provision

EY283818/C346049

Date: 06/07/2018

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. 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 have served a Notice 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.

Actions needed

take effective steps to ensure relevant ratio requirements are implemented, and there is at least one member of staff with a full and relevant level 3 qualification, and half of all other staff with a full and relevant level 2 qualification caring for children under two at all times, by 30 July 2018

improve staff's knowledge and understanding of child protection legislation including the 'Prevent' duty guidance to keep children and their families safe, by 30 July 2018

ensure parents are informed of any accidents or injuries sustained by a child on the same day, or as soon as reasonable practical, by 30 July 2018

ensure an effective written record of all complaints relating to the requirements of the EYFS, and their outcomes are maintained, by 30 July 2018.

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