

Complaint about childcare provision

Ref: EY438131/4026060

Date: 18 October 2018

Summary of outcome

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 17 September 2018 we received concerns that this provider was not meeting some of these requirements. We visited the provider and 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. The provider is still registered with Ofsted.

Actions needed

- implement effective recruitment procedures to ensure that all gaps in employment are fully explored and relevant references are obtained when recruiting staff, by 31 October 2018
- ensure areas that are accessible to children are safe, clean, fit for purpose and suitable, by 31 October 2018
- conduct regular and meaningful risk assessments so that potential hazards are identified and risk to children minimised; with particular reference to the outside area and baby room, by 31 October 2018
- implement effective and regular supervision for staff and the manager; to ensure they have appropriate development opportunities and are well supported in their roles, by 31 October 2018
- ensure the deployment of staff is effective in providing learning opportunities and meeting needs of children at all times of the day, by 31 October 2018
- ensure ratio requirements are met at all times; including maintaining staff qualification levels in the baby room, when children are sleeping and when including apprentices in ratio, by 31 October 2018

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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).