

Complaint about childcare provision

Ref: 106379/4047734

Date: 14 November 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 6 October 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. The provider is still registered with Ofsted.

Actions needed

must comply with staff: child ratio requirements at all times, by 30 October 2018
ensure children are adequately supervised. Children must usually be within sight and hearing of staff and always within sight or hearing, by 30 October 2018
support staff to undertake appropriate training and professional development opportunities to ensure that they offer quality learning and development experiences, in particular at times when school aged children attend, by 15 November 2018
ensure children's behaviour is managed in an appropriate way, by 30 October 2018
ensure the designated lead for safeguarding has the relevant knowledge and skills to provide support, advice and guidance to staff to keep children safe, with particular reference to the use of the internet, apps and games, by 15 November 2018
ensure you keep a written record of complaints and their outcomes, by 30 October 2018
ensure daily register of children's attendance is correct and up to date, by 30 October 2018.

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](#).