

Complaint about childcare provision

Ref: EY257099/4177124

Date: 4 April 2019

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 1st April 2019 we carried out an unannounced visit to the provision, following concerns raised to Ofsted. We have served a Welfare Requirements Notice and a notice to improve outcome following the visit. 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.

Welfare Requirements Notice actions needed to be met by the 29th April 2019:

ensure that minimum adult-to-child ratios and space requirements are met, at all times

ensure that children are supervised effectively at all times to meet their individual needs and keep them safe

ensure all reasonable steps are taken to ensure risks to children's safety are identified, removed or minimised

ensure equipment is organised in a way that meets the needs of children

ensure all managers and staff have effective support and supervision, to promote the

interests of children, and have a clear understanding of their roles and responsibilities ensure there is a named deputy who, in their judgement, is capable and qualified to take charge in the manager's absence.

A notice to improve action was set to:

improve the quality of teaching to ensure the needs of the children are met

On 30 April 2019, we carried out an unannounced visit to the provider to monitor the Welfare Requirements Notice. We found that the Welfare Requirements Notice had been met appropriately. 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).