

Complaint about childcare provision

Ref: EY500684/4203561

Date: 8 May 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 11 April 2019 we received concerns that this provider was not meeting some of these requirements.

We have issued 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 by the 17 May 2019: ensure when caring for children aged two that there is at least one member of staff who holds a full and relevant level 3 qualification and that at least half of all other staff hold a full and relevant level 2 qualification; and that there is at least one member of staff for every four children; ensure when caring for children aged three and over that at least one member of staff who holds a full and relevant level 3 qualification and at least half of all other staff hold a full and relevant level 2 qualification; and that there is at least one member of staff for every eight children; ensure that the total number of staff available to work directly with children meets the minimum ratio and qualification requirements; ensure when caring for children aged under two there is at least one member of staff who holds a full and relevant level 3 qualification and that at least half of all other staff hold a full and relevant level 2 qualification; and that there is at least one member of staff for every three children; take all reasonable steps to ensure that unauthorised persons cannot enter the premises; maintain accurate records for the safe and efficient running of the setting; this includes records that demonstrate what staff are available to work with children and an accurate record of where in the premises children are to promote their safety in a fire evacuation; ensure that children's key person tailors their care to meet their individual needs and offers a settled relationship; and, ensure there is at least one person on the premises at all times with a paediatric first-aid certificate.

We carried out a monitoring visit to the provider on 20 May to review and found that they had met the actions set. 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](#).