

Complaint about childcare provision

Ref: EY429058/4252130

Date: 27 June 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 6 June 2019 we received information that the provider was not meeting

some of these requirements. We conducted an unannounced visit and found that a number of the statutory requirements were not being met. We have issued 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:

improve understanding of notifications to Ofsted including changes to adults working and/or living on the premises

ensure that at least one person who has a current first aid qualification is on the premises and available at all times and must accompany children on any outings.

maintain a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of the key persons who care for them

ensure that the premises and equipment are organised in a way that meets the needs of children, with particular regard to meeting the indoor space requirements

ensure that confidential information and records about children are held securely in line with the Data Protection Act, and only accessible and available to those who have a right or professional need to see them.

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](#).