

Complaint about childcare provision

Ref: EY545002/4242865

Date: 19 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 30 May 2019 we received concerns that this provider was not meeting some of these requirements. We visited the setting to discuss the concerns and have issued a Notice to Improve. This is a 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.

Action required;

ensure staff working directly with the children at any time hold the required qualifications by 24/06/2019

Staffing arrangements must meet the needs of all children at the start of the day by 24/06/2019

Make sure staff understand the safeguarding policy and procedures and how to respond to possible abuse or neglect in a timely and appropriate way by 24/06/2019

At a visit on 7 June 2019 we received information that the provider had failed to notify us of a change in the use of the premises for a pre-planned event. Providers have a legal responsibility as set out in the early years foundation stage welfare requirements to notify

Ofsted of any change to the premises which may affect the space available to children and the quality of childcare available to them. We discussed this information with the provider and although they had not notified Ofsted of the change, we are satisfied that they remain suitable for registration. The provider is still registered with Ofsted.'

The provider has addressed the above action within the set timescale. The provider remains suitable for registration.

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](#).