

Complaint about childcare provision

Ref: EY495115/4257671

Date: 4 July 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 17 June 2019, we received concerns that the provider was not meeting the requirements. We conducted an unannounced visit on 24 June 2019 where we issued them with a notice to improve to improve that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Actions required:

ensure that staff are effectively deployed to meet children's needs, by 6 August 2019

ensure that the premises, equipment and resources are organised in a way that meets the needs of children, in relation to cleaning routines and adequacy of resources, by 6 August 2019

ensure that the key person system is effective in tailoring care to children's individual needs, maintaining consistency for children and helps to build relationships with their parents, by 6 August 2019

encourage and support staff to undertake appropriate training and professional development opportunities to ensure that they offer quality learning and development experiences for children, by 6 August 2019.

On 3 July 2019, we received a notification from the provider. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event. We conducted an unannounced visit on 4 July 2019. We served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out below:

Actions required:

ensure that the ratio and qualification requirements are met, that the total number of staff are available to work directly with children and that staff are effectively deployed to meet children's needs, by 17 July 2019

ensure that staff monitor children who have sustained an accident or injury and that they follow procedures in relation to informing parents in a timely manner, by 17 July 2019

ensure that risk assessments identify all aspects of the environment that need to be checked and how the risk will be removed or minimised and make sure that this is carried out consistently, by 17 July 2019.

The provider took appropriate action to meet requirements and 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](#).