

## **Complaint about childcare provision**

Ref: EY300692/4263834

Date: 5 August 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](http://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 19 June 2019 we received concerns that this provider was not meeting some of these requirements. On 1 August 2019 we visited the provider to discuss these concerns and found they were not meeting all the requirements. We have issued a notice to improve. This 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. The provider is still registered with Ofsted.

Actions needed:

improve the deployment of staff to ensure the needs of all children are fully met throughout the day.

ensure staff working with babies are suitably qualified and that at least one member of staff working with babies holds a relevant level 3 qualification as required

ensure all staff gain a secure understanding of the safeguarding procedures and practices, including whistle blowing procedures

### **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](#).