

Complaint about childcare provision

Ref: EY500175/4269948

Date: 10 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 26 June 2019 we received concerns that this provider was not meeting some of these requirements. Following a visit to the setting on 8th July 2019 we found that the management team had taken appropriate action to ensure that adult: child ratios were met. However, we have served a notice to improve within the time scale set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 22 July 2019:

ensure that the attendance register shows an accurate record of children's hours of attendance and the names of those caring for children

ensure that records are easily accessible for inspection

ensure that enhanced criminal record checks are completed promptly for new staff to ensure their suitability.

The provider responded with appropriate information within the time scale and Ofsted is satisfied that they have met the actions.

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](#).