

Complaint about childcare provision

Ref: EY544728/4176631

Date: 17 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 8 March, and the 3 and 9 April 2019, we received concerns that this provider was not meeting some of these requirements.

We have served a notice to improve. This notice requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 8 May 2019:

ensure all reasonable steps are taken to prevent unauthorised persons entering the premises or children leaving without the knowledge of staff

review risk assessment to ensure all areas children have access to are safe and secure, this is with particular regard to the garden area

ensure that the qualification requirements are continually met in that the manager must hold at least a full and relevant level 3 qualification and at least half of all other staff must

hold at least a full and relevant level 2 qualification

ensure that staff to child ratios are met at all times. This applies to the total number of staff available to work directly with children

ensure there is a named deputy who, in the provider's judgement, is capable and qualified to take charge in the manager's absence.

The provider has responded appropriately to these actions.

The provider 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](#).