

Complaint about childcare provision

Ref: 2511043/4240070

Date: 30 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 09 May 2019, we received concerns that this provider was not meeting some of these requirements. We have issued Notice to Improve. This requires the provider to take the actions below within the given timescales set out. The provider will be able to give parents further information about this.

3.30 - ensure that the required adult-to-child ratios available to work directly with the children are maintained at all times

By date 27 August 2019

3.64 - take immediate action to ensure that all risks to children are identified and minimised as part of daily practice.

By date 27 August 2019

3.14 - update your knowledge and understanding of 'Disqualification' and take appropriate action to ensure children's safety when you become aware of relevant information that may lead to disqualification of an employee.

By date 27 August 2019

3.9 - ensure you have effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children are suitable.

By date 27 August 2019

A suitable response was received from the provider.

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](#).