

Complaint about childcare provision

Ref: EY422487/4301708

Date: 28 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 a provider is not meeting the requirements, we can take action to ensure they put matters right. On 5 August 2019 we received a concern that the provider was not meeting some of these requirements. We issued the provider with a notice of actions 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.

Action required by 6 September 2019

- *improve arrangements for the deployment of staff, to ensure that children are supervised well at all times.

- *improve understanding of the requirements for notification to Ofsted, particularly in relation to significant events that may affect the suitability of the registered person, or any person caring for children.

Action required by 27 September 2019

- *implement effective procedures to ensure that staff, and any other person who is likely to have regular contact with children, are suitable when they are appointed and continue to be suitable to fulfil their roles and responsibilities.

- *ensure records are easily accessible and available, to support the safe and efficient management of the setting, and to help meet the needs of all children.

- *provide the support and coaching that staff need to reflect on, and improve, their practices and increase their understanding of their roles and responsibilities and those of their colleagues.

We are satisfied with the action the provider has taken. 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](#).