

Complaint about childcare provision

Ref: EY552306/4341161

Date: 1 October 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 September 2019 we received concerns that this provider was not meeting some of these requirements.

We have issued a notice to improve. This is a legal notice that 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. Actions needed by 25 October 2019:

- be aware of and follow your legal responsibilities under the Equality Act 2010, promote equality of opportunity and anti-discriminatory practice, ensuring that every child is included and supported, including children with additional medical needs
- ensure that staffing arrangements meet the needs of all children and ensure their safety, and that staff-child ratios are maintained at all times: For children aged under two there must be at least one member of staff for every three children. For children aged two there must be at least one member of staff for every four children. For children aged three years and over there must be at least one member of staff for every eight children
- ensure there is always a named deputy who, in your judgement, is capable and qualified to take charge in the manager's absence
- ensure that the manager, and deputy manager in the managers absence, are provided with appropriate support to ensure they have the skills to develop the effectiveness of their role and improve outcomes for children
- implement effective supervision provides for all staff which provides support, coaching and training for the staff and promotes the interests of children
- maintain records and obtain and share information effectively to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met. In this instance, by obtaining all relevant information relating to children's health needs
- improve teaching to provide stimulating, purposeful activities and experiences that are tailored to older children's interests and individual stage of development, to help them to

make good progress in their learning

- promote children's language and communication development, for example by discouraging the use of dummies when children do not need them for comfort
- ensure that meals, snacks and drinks are healthy, balanced and nutritious on a daily basis.

We made a follow up visit to the provider on 29 October 2019 and found that they had taken appropriate action to comply with the notice to improve. The provider is still 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](#).