

Complaint about childcare provision

Ref: 2504025/4445112

Date: 17 February 2020

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 4 February 2020, we received concerns that this provider was not meeting some of these requirements. We have sent the provider a letter stating the actions they must take. This letter requires the provider to take the actions below by 21 March 2020:

put effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children are suitable to fulfil the requirements of their roles;

record information about staff qualifications and the identity checks and vetting processes that have been completed (including the criminal records check reference number, the date a check was obtained and details of who obtained it;

organise staffing arrangements in order to meet the needs of all children and ensure their safety, including during changes in the routine, such as when preparing for meal times and sleep times;

comply with requirements relating to staff qualifications for those caring for children aged under two, ensuring there is one member of staff with a level 3 qualification and at least half of all other staff hold a full and relevant level 2 qualification.

The provider wrote to Ofsted with evidence of the action taken to comply with the notice to improve.

The provider will be able to give parents further information about this. 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](#).