

Complaint about childcare provision

Ref: 2509746/4455462

Date: 28 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 14 February 2020 we received concerns that this provider was not meeting some of these requirements. We have served a notice to improve. This is a legal notice that requires the provider to take the actions below by 10 March 2020: -

implement a policy and procedure to safeguard children in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB) which includes an explanation of the action to be taken in the event of an allegation being made against a member of staff

ensure that the designated practitioner with lead responsibility for safeguarding understands their responsibilities to be able to provide support, advice and guidance to staff on any specific safeguarding issue as required

ensure there is a named deputy who is capable and qualified to take charge in the managers absence

ensure that for children aged two years and under, and for children aged three years and over at least one member of staff holds a full and relevant level 3 qualification, and at least half of all other staff hold a full and relevant level 2 qualification

ensure that Ofsted are notified of any changes to the individuals who are partners in, or a director of the company

ensure that space requirements for children aged two years and under is met at all times.

These notices to improve were monitored and suitable action taken.

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](#).