

Complaint about childcare provision

Ref: 2549308/4459571

Date: 13 March 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 21 February 2020 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and have issued a Welfare Requirements Notice. 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. The provider is still registered with Ofsted.

Information and records

ensure that records about children are kept securely and are only accessible to those who have a right or professional need to see them

Date by 24 March 2020

Information about the provider

maintain a daily record of the names of the children being cared for on the premises and their hours of attendance

Date by 24 March 2020

Ratio's

ensure that for children aged two years, there is at least one member of staff who holds a full and relevant level 3 qualification, and is suitably experienced in working with children under two years and that at least half of all other staff hold a full and relevant level 2

qualification

Date by 24 March 2020

Managing behaviour

manage all children's behaviour in an appropriate way, to ensure they develop social skills and understand what is, acceptable behaviour, with other children

Date by 24 March 2020

Staff qualifications, training, support and skills

ensure that induction training effectively helps staff to gain a clear understand their roles and responsibilities

Date by 24 March 2020

Staff qualifications, training, support and skills

ensure that staff offer quality learning and development experiences for children that helps them to continually progress.

Date by 24 March 2020

Staff qualifications, training, support and skills

make certain that staff supervision is effective to monitor personal effectiveness and identify the ongoing training needs of individuals and tackle underperformance

Date by 24 March 2020

Information and records

ensure that records about children are kept securely and are only accessible to those who have a right or professional need to see them

Date by 24 March 2020

A Monitoring visit was carried out on 04 August 2020. The provider has addressed all the actions. We are satisfied with the action taken by the provider. The provider remains suitable for registration.

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](#).