Complaint about childcare provision

Date: 28/02/2018

Summary of complaint

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 16 January 2018, we received concerns that this provider was not meeting some of these requirements. On 26 February 2018, we carried out an unannounced visit to the setting to assess whether the provider was meeting the requirements.

Following our visit, we sent the provider a notice to improve. This is a 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.

Actions needed by 16 March 2018:

ensure that adults whose suitability has not been checked, including through a Disclosure and Barring Service check do not have unsupervised contact with children being cared for

implement effective systems to demonstrate the on going suitability of all adults working on the premises

ensure all staff have a clear understanding of child protection issues and know the correct procedures to be followed if there are concerns about a child's safety or welfare

ensure staff: child ratios are adhered to at all times.
The provider has since confirmed that the actions have been met.

**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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)