

Complaint about childcare provision

Ref: 508972/4056022

Date: 16 November 2018

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 25 October 2018 we conducted an unannounced visit to the provider, where we issued them with a notice to improve. This 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 remains registered with Ofsted

Action to be taken;

ensure ratio requirements are met at all times, and in particular ensure at least one member of staff hold a full and relevant level three qualification, by 9 November 2018,

ensure any records and notes of investigations concerning children or staff are kept securely and can be easily accessed to refer to, by 9 November 2018 and

obtain an enhanced DBS check for all staff that require it, in a timely way to ensure those working with children are suitable to do so, by 9 November 2018.

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](#).