

Complaint about childcare provision

EY458890/C347819

Date: 19/06/2018

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 22 May 2018 we received concerns that this provider was not meeting some of these requirements. We have issued a notice to improve. 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.

Actions needed by 26 June 2018:

-take all reasonable steps in order to prevent unauthorised persons entering the outdoor play areas, or children being able to leave outdoor play areas unsupervised

-ensure that children are within sight or hearing of staff at all times. The provider responded to the notice and we are satisfied with the action they have taken.

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