

Complaint about childcare provision

Ref: 509660/3752919

Date: 14 August 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 a provider is not meeting the requirements, we can take action to ensure they put matters right. On 29 July 2018 we received concerns that this provider is not meeting some of these requirements. We have set actions that requires the provider to take the action below in the timescales set out. The provider will be able to give parents further information about this.

Actions

ensure the premises, including outdoor areas, are secure, so that children are unable to leave unsupervised, and unauthorised persons are prevented from gaining entry by 31 August 2018

make sure that children are adequately supervised and that staff are deployed effectively to ensure children remain within sight and/or hearing at all times by 31 August 2018.

We are satisfied with the action the provider has taken to address these actions. The provider remains 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](#).