

Complaint about childcare provision

Ref: EY307712/4072397

Date: 5 February 2019

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 rights. On 5 November 2018 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 22 November 2018.

We have issued a notice to improve. This notice requires the provider to take action below within the timescale set out.

Ensure ratios are adequate and consider all needs of children, for example if there was an accident or incident and during periods when staff are taking lunch by 31 January 2018.

The provider has addressed the action.

The provider will be able to give parents further information about this.

The provider is still 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](#).