

## **Complaint about childcare provision**

Ref: EY346992/4071556

Date: 17 February 2019

### **Summary of outcome**

'All early years providers must meet the legal requirements in the 'Statutory framework for the early year's foundation stage', which you can find at <https://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 2 November 2018, we received concerns that this provider was not meeting some of these requirements.

On 21 January 2019, we conducted an unannounced visit to setting. Following this visit we served a notice to improve. This is a legal notice that requires the provider to take the actions below:

must ensure all reasonable steps are taken to ensure children are not exposed to any potential risks, this specifically refers to the loft room and accessibility of the low-level windows

ensure there is an adequate number of suitable toilets and hand basins to meet the care needs and privacy of the children

ensure the effective arrangement for sharing information and working in partnerships with other providers to identify children's needs and help them make good progress.

We set a completion date of 8 and the 28 February 2019 for these actions to be met. The provider will be able to give parents further information about these matters.

Ofsted has received an appropriate response to the actions to demonstrate that requirements are now met.

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](#).