

Complaint about childcare provision

Ref: EY474346/4166085

Date: 6 March 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 right. On 27 February 2019, we received concerns that this provider was not meeting some of these requirements. We visited the provider and 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:

ensure that staff are appropriately deployed to meet the needs of all children by 15 March 2019

ensure that adult:child ratios are met at all times 15 March 2019

ensure that at least half of staff working with children under the age of 2 have completed training which specifically addresses the care of babies 15 March 2019

ensure that all unnecessary risks are identified and where possible removed, such as trailing wires in the pre-school room 15 March 2019

ensure that minimum indoor space requirements are met at all times 15 March 2019.

We are satisfied with the actions taken by the provider to meet these requirements.

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](#).