

Complaint about childcare provision

Ref: EY403721/4167008

Date: 28 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 28 February 2019 we received concerns that this provider was not meeting some of these requirements. We visited the provider to discuss the concerns and have issued a Welfare Requirements Notice. 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.'

improve staffing arrangements to meet the needs and safety of the children and ensure they are in sight or hearing at all times by 22 March 2019

improve staff's knowledge of effective risk assessment and take all reasonable steps to ensure children are not exposed to unnecessary risks by 22 March 2019

On 25 March 2019 we visited the provider to carry out a monitoring visit. We have issued a further Welfare Requirements notice. This is a legal notice that requires the provider to take the action 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.

improve staff deployment, in the downstairs rainbow room, to meet the needs of all children and ensure their safety by 10 April 2019.

We will continue to monitor this provider.

The provider has met the action set in the required timescale. They remain suitable for registration.

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](#).