

Complaint about childcare provision

Ref: EY552101/4196828

Date: 15 April 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 21 March 2019, we received concerns that this provider was not meeting some of these requirements. We have served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 29 April 2019

ensure you are alert to any issues of concern in a child's home life and act responsibly to any information you hold, while taking all necessary steps to promote the child's welfare needs

ensure all visitors to the nursery are accounted for and not left alone, particularly those whose suitability has not been checked

ensure each child's personal details are kept up to date, including information received by those who hold parental responsibility, to determine the safe and efficient management of the nursery and to meet children's individual needs.

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](#).