

## **Complaint about childcare provision**

Ref: EY544225/4051333

Date: 16 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](http://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 10 October 2018 we received concerns that this provider was not meeting some of these requirements.

We have served a notice to improve. This notice requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 18 March 2019:

ensure staff are deployed appropriately to ensure that children are adequately supervised to support their safety and well-being both indoors and outdoors

review the areas used by children to ensure these are organised in a way that appropriately meets the needs of all children

ensure all children are assigned a key person to ensure that every child's needs can be met.

The provider has responded appropriately to these actions.

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](#).