

Complaint about childcare provision

Ref: EY555553/4180214

Date: 25 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 12th March 2019 we received concerns that this provider was not meeting some of these requirements. We have served a notice of action to improve. This is a 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:

make sure the designated lead for safeguarding has a good knowledge and understanding of the signs of child abuse by 10th May 2019

make sure the designed lead and all staff know the actions to take to protect children from harm, including notifying agencies with statutory responsibilities without delay by 10th May 2019

record the address of every parent and/or carer who is known to the provider by 10th May 2019.

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](#).