

Complaint about childcare provision

Ref: EY554664/4204777

Date: 1 May 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 22 February 2019 and 12 April 2019, we received concerns that this provider was not meeting some of these requirements. We visited the provider on 29 April and have issued them with a Notice to Improve. 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.

Action needed by 13 May 2019:

ensure a separate room or suitable area for children under the age of two years is consistently available and used effectively to support younger children's care and learning needs.

The provider wrote to us within the required timescale to tell us how they have addressed the above action, including ensuring the baby room is in full use. We are satisfied with the action taken. 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](#).