

Complaint about childcare provision

Ref: 100499/4098196

Date: 19 February 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. We received concerns that this provider was not meeting some of these requirements. We issued a notice to improve. The provider needed to take the following action by the timescale below. The provider will be able to give parents further information about this.

Actions needed by 5 March 2019

improve staff knowledge and understanding of how to implement all aspects of safeguarding procedures, with particular regard to recording potential concerns

improve systems of monitoring staff practice, to support all staff to have a clear understanding of their roles and responsibilities to ensure they meet all children's individual needs consistently

ensure all required records for inspection are maintained and easily accessible and available at all times, with particular regard to those for staff suitability.

We are satisfied with the action taken. 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](#).

