Complaint about childcare provision

Ref: EY466476/4216709

Date: 29 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 29 April 2019, the provider notified Ofsted of a significant incident. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirement. On the 1 May 2019 we received a notification from the provider about an incident that had occurred. This means that the provider met their legal responsibility to notify Ofsted of significant incidents. We also received a concern from a member of the public relating to the matter.

On the 22 May 2019 we carried out an unannounced visit. We have issued a Notice to Improve (NTI). This is a notice that asks the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this. The provider was still registered with Ofsted.

Actions needed by date 29 May 2019:

- ensure that risk assessments identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked and how the risk will be removed or minimised.

We are satisfied with the action taken by the provider. 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.