

Complaint about childcare provision

Ref: EY536573/4158938

Date: 11 June 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 19 February 2019 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 23 April 2019:

ensure safeguarding procedures are followed effectively should there be a need to report concerns with regard to a member of staff

take all reasonable steps to ensure children are not exposed to risks, with particular regard to storage areas that pose a risk to children

ensure any breaches in confidentiality are reported to the appropriate agencies to support and protect children's safety and welfare.

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](#).