

Complaint about childcare provision

Ref: EY541394/4236982

Date: 15 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 23 May 2019 we received concerns that this provider was not meeting some of these requirements. We have sent the provider a Notice to Improve that asks them to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Actions needed:

ensure all reasonable steps are taken to ensure children are not exposed to risks, with particular regard to the storage of nappy wipes, and plastic aprons, gloves and bags by 21 June 2019

provide evidence that all staff, including supply staff and volunteers receive induction training to help them understand their roles and responsibilities by 21 June 2019

We are satisfied with the action taken by the provider to minimise the possibility this would occur again. 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](#).