

Complaint about childcare provision

Ref: EY492576/4256053

Date: 20 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 June 2019, a regulatory visit was carried out and at the time of the visit the provider was not meeting all of the early years foundation stage welfare requirements. The provider has been set an action and is required to take the action below within the timescale set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed:

ensure all staff are inducted effectively to enable them to gain suitable knowledge and understanding of the settings fire safety policies and emergency evacuation procedures, to ensure the safety of children, staff and others on the premises in the event of a fire by 05 July 2019.

On 27 June 2019, the provider demonstrated that the appropriate action has been taken to address the weaknesses identified. We are satisfied that the provider meets the legal requirements in the Statutory framework for the early years foundation stage.

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](#).