

Complaint about childcare provision

Ref: EY340850/4175108

Date: 18 April 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 8 March 2019 we received concerns that this provider was not meeting some of these requirements. We have served a notice to improve that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed:

implement an effective risk assessment, specifically to ensure radiators remain safe and secure at all times, by 10 May 2019

improve knowledge and understanding of changes to be notified to Ofsted, by 10 May 2019.

On 30 April 2019 we received a written response from the provider and they had taken the appropriate action to meet the notice to improve.

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](#).