

Complaint about childcare provision

Ref: EY548197/4271427

Date: 19 July 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 2 July 2019, we received information which raised concerns that the provider was not meeting some of these requirements. On 12 July 2019 we carried out an announced visit to the provision. We issued the provider with notices to improve. This 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.

Action needed:

take all reasonable steps to minimise the risks to children in indoors and outdoors and ensure that all areas and resources continually remain safe and suitable for children's use by 26 July 2019

ensure that toilets, hand basins and nappy changing areas are clean and suitable for children by 26 July 2019

ensure that written records of accidents or incidents includes details of what happened, who was present, and the first aid treatment provided by 26 July 2019

improve knowledge about how to support children with special educational needs or disabilities and increase awareness about the Special Educational Needs Code of Practice by 26 July 2019

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](#).