

Complaint about childcare provision

Ref: EY486076/4271650

Date: 15 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 28 June 2019 we received concerns that this provider was not meeting some of these requirements. On 12 July 2019 we carried out an unannounced visit to the provision. We issued the provider with a notice 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. The provider remains registered with Ofsted.

Action needed:

improve knowledge and understanding of when to notify the relevant agency with statutory responsibility of any safeguarding referrals and share information with other relevant professionals in a timely manner, by 26 July 2019

make sure that appropriate records are maintained, particularly in relation to any child protection concerns, to help ensure that children's individual needs are met, by 26 July 2019.

The provider responded to our notice to improve by 18 July 2019. We found that the provider had taken appropriate action.

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](#).