

## **Complaint about childcare provision**

Ref: EY347864/4243170

Date: 22 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](http://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 31 May 2019 we received concerns that this provider was not meeting some of these requirements.

We have served actions. This notice requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

#### **Action needed**

Ensure a maximum of 6 children aged under 8 are cared for, with no more than 3 of these to be a young child and no more than 1 to be under 1. A child is a young child up until the 1st September following his or her 5th birthday;

Ensure all reasonable steps are taken to prevent unauthorised persons entering the premises;

Ensure the safeguarding policy and procedures include an explanation of the action to be taken when there is an allegation against an adult working with children.

A suitable response was received to the actions received.

### **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](#).