

## **Complaint about childcare provision**

Ref: EY422496/4226277

Date: 24 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](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 13 May 2019 we received concerns that this provider was not meeting the requirements. We have served a Welfare Requirements Notice. This is a legal notice 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. The provider is still registered with Ofsted.

Action to be taken by 20 June 2019:

take immediate action to ensure that children are adequately supervised and that adults are deployed appropriately, to meet children's needs and keep them safe from harm

ensure that the premises are fit for purpose, with particular regard to the cleanliness and hygiene of the eating, sleeping and toileting facilities

ensure that all reasonable steps are taken to identify, reduce and manage risks to keep children safe, with particular regard to the garden

ensure that complaint procedures are followed to meet the requirements. Maintain a written record of the complaint along with the outcome of the investigation.

We are satisfied with the action the provider has taken. The provider remains 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](#).