

## **Complaint about childcare provision**

Ref: 223373/4256417

Date: 6 August 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 14 June 2019, we received concerns that this provider was not meeting some of these requirements. We carried out a visit on 18 June 2019. We have issued a Notice of actions 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.

Actions needed:

improve risk assessments to minimise any potential hazards in the environment to ensure children's safety and welfare by 19.07.19

ensure that the correct adult-to-child ratios are met to promote children's safety by 19.07.19

ensure areas used by children are safe and clean to ensure children's good health is fully promoted by 19.07.19

improve knowledge of safeguarding procedures, including how to respond in the event of an allegation being made against a member of the household and develop knowledge and understanding of the Prevent Duty guidance by 19.07.19

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](#).