

Complaint about childcare provision

Ref: EY482930/4284378

Date: 19 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 18 July we received concerns that this provider was not meeting some of these requirements in relation to the supervision of children and outings. We visited the provider and found they were not meeting all these requirements. We have served a notice of action to improve. 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.'

Actions needed

ensure that children are supervised at all times including when on outings and when in vehicles. Due by 7 August 2019.

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](#).