

Complaint about childcare provision

Ref: EY471894/4285120

Date: 20 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 19 July 2019, we received information that suggested that the provider did not meet the legal requirements for Safeguarding policy, General suitability people matters, Child supervision, Staff deployment, Accident or injury, Managing behaviour, Safety, Premises, Risk assessment, Information for parents and carers, Information about the child, Complaints, General information and records matters, Changes that must be notified to Ofsted. On 2 August 2019 we carried out a compliance visit. We found that the provider did not meet the legal requirements. We issued Notice to Improve and set actions the that the provider must take within the timescales set out.

ensure staff are deployed effectively and that a robust keyperson system is in place to meet children's individual care and learning needs, and to promote their welfare fully 6/9/2019

implement rigorous risk assessments and ensure effective fire safety procedures are in place to maintain children's safety at all times 6/9/2019

improve arrangements for monitoring of staff so that support and training is provided to ensure that staff are able to fulfil their roles and responsibilities fully 6/9/2019

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.](#)