

Complaint about childcare provision

Ref: EY365283/4295312

Date: 23 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 1 August 2019 we received concerns that this provider was not meeting some of these requirements. We have served a Notice to Improve. This is a 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 by 23 August 2019

- increase staff's knowledge of the safeguarding policy and procedure, particularly regarding the use of mobile phones in the setting and ensure this is implemented

- ensure risk assessments are effective and help staff identify and minimise hazards to children, with particular regard to the outdoor area

- ensure food and drink offered to children is healthy, balanced and nutritious.

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](#).