

Complaint about childcare provision

Ref: EY376868/4286614

Date: 26 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 22 July 2019, we received concerns that the provider was not meeting some of these requirements. The provider must take the actions below by 20 August 2019. The provider will be able to give parents further information about this.

Actions needed:

- improve the arrangements to support staff to reflect on and improve their practice
- ensure the premises are fit for purpose, with respect to the cleanliness of the rooms and equipment
- improve procedures to assess risks and take all reasonable steps to ensure children are not exposed to risks, with respect to the large metal containers in the outside play area
- improve understanding of the requirement to inform Ofsted of changes.

We visited the provider on 20 August 2019 and are satisfied with the action 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](#).