

Complaint about childcare provision

Ref: EY355121/4306948

Date: 4 September 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 14 August 2019, we received concerns that this provider was not meeting some of these requirements. On 20 August 2019, we visited the provider and found they were not meeting all the requirements.

We have issued the provider with a notice to improve that requires them 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: -

improve the procedure for risk assessments to ensure that these give due consideration to the use and management of the outdoor area

ensure the key-person system is implemented at all times to provide children with high-quality support and so that staff know and understand children's individual needs.

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](#).