

Complaint about childcare provision

Ref: EY485977/4302665

Date: 6 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 9 August 2019 we received concerns that this provider was not meeting some of these requirements.

We have issued a notice 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. Action needed by 30 August 2019:

-ensure that staffing arrangements meet the needs of all children and ensure their safety. Ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met. Inform parents and/or carers about staff deployment, and, when relevant and practical, aim to involve them in these decisions. Ensure that children are always within sight or hearing of staff.

We received a written response from the provider and we are satisfied with the action they have taken in order to comply with requirements.

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](#).