

Complaint about childcare provision

Ref: EY222802/4172163

Date: 19 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 5 March 2019 we received concerns that this provider was not meeting some of these requirements. We visited and sent the provider a notice to improve which asks the provider to take action. The provider will be able to give parents further information about this.

Actions needed

improve procedures for notifying the local children's social care services about children's safety or welfare and ensure notifications are made without delay by 10 July 2019.

ensure that arrangements for the supervision of staff include opportunities for staff to discuss issues concerning children's well-being, identify solutions to address issues as they arise and receive coaching to improve their personal effectiveness by 10 July 2019.

take all reasonable steps to ensure staff and children are not exposed to risks and be able to demonstrate how risks are managed by 10 July 2019

We are satisfied with the action taken by the provider.

The provider is still 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](#).

