

Complaint about childcare provision

Ref: EY545770/4275081

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, 22 and 25 July 2019 we received concerns that this provider was not meeting some of these requirements. We have served a Notice to improve that requires the provider to take the action 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:

keep a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of the key person or adults working with the children by 17/09/2019.

On 17 September 2019 the provider told us they had taken appropriate action and keep an accurate record of children's attendance and the adults working with them. 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](#).