

Complaint about childcare provision

Ref: EY216550/4271552

Date: 26 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 28 June 2019, we received information that suggested that the provider did not meet the legal requirements for Safeguarding policy, Managing behaviour, Training, support and skills, Safeguarding practice, Ratio, Accident and Injury, Risk assessment, Child supervision, KP system, Information for parents and carer and Staff deployment. On 18 July 2019, we carried out a compliance visit. We found that the provider did not meet the legal requirements and there was a further breach in keyperon systems. We issued Welfare Requirement Notice to Improve and actions set the that the provider must take within the timescales set out. On 13 August 2019, we carried out a compliance monitoring visit. The provider has taken prompt steps to address the actions.

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](#).