

Complaint about childcare provision

Ref: EY563409/4330821

Date: 20 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 13 September 2019 we received concerns that this provider was not meeting all of these requirements. On the 19 September 2019 we visited the provider to discuss this information and established they had not notified Ofsted of an incident. Providers have a legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider. We have issued a Notice to Improve. This is a notice 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. We are satisfied that the provider remains suitable for registration.

Action required:

ensure that staffing arrangements meet the needs of all children and ensure their safety, with particular regard to supervising children in the outdoor areas - by 10 October 2019

The provider has addressed the above action within the set timescale. The provider remains suitable for registration.

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](#).

