

Complaint about childcare provision

Ref: EY535994/4261588

Date: 21 August 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 20 June 2019 we received concerns that this provider was not meeting some of these requirements. We have served 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.

Actions

ensure staff receive regular supervision that fosters a culture of mutual support, teamwork and continuous improvement to ensure staff have the skills for their roles and responsibilities by 15 July 2019

ensure the premises are suitable to meet the needs of the children with regards to their privacy when using the toilet facilities by 29 July 2019

We are satisfied with the action taken and 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](#).