

Complaint about childcare provision

Ref: EY408447/4319353

Date: 11 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 August 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 actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed:

implement an effective risk assessment to help ensure that all areas of the nursery remain continually safe and secure for children's use, including the pre-school toilets, baby gates and storage cupboards, by 2 October 2019

ensure staff have a secure understanding of the accident or injury policy and procedure, in particular in the event of a serious accident, by 2 October 2019

provide staff with effective supervision and support to help address any weaknesses and develop their practice, by 2 October 2019

On 30 September 2019 we received a written response from the provider who had taken the appropriate action to meet the notice to improve.

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](#).