

Complaint about childcare provision

Ref: EY429350/4332165

Date: 3 October 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 16 September 2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 26 September 2019 and issued 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. The provider is still registered with Ofsted.

Actions needed:

ensure safety checks of the environment are undertaken effectively, particularly in regard to checking that keys for fire escapes are available, additional locks are in place for the front door and trailing wires are secured by 07 Oct 2019.

We are satisfied with the action the provider has taken to meet this action.

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](#).