

## **Complaint about childcare provision**

Ref: EY481867/4298337

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](http://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. We received a concern that the provider was not meeting a requirement. On 1 October 2019 we conducted an unannounced visit. We found that the provider was not meeting some of the requirements and we issued them with a notice to improve. This 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 required:

improve systems to ensure that assistants are suitable to fulfil the requirements of their role by 1 November 2019

ensure records are maintained regarding the safe and efficient management of the setting in relation to the hour's adults work to help keep children safe by 1 October 2019

obtain parents' permission to leave children with an assistant for short periods of time by 1 October 2019.

The provider took appropriate action to meet requirements and 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](#).

