

Complaint about childcare provision

Ref: EY480917/4336502

Date: 20 September 2019

Summary of outcome

'All early years providers must meet the legal requirements in the 'Statutory framework for the early year's foundation stage', which you can find at <https://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 9 September 2019, we received concerns that this provider was not meeting some of these requirements.

On 19 September 2019, we conducted an unannounced visit to the provider's setting. Following this visit we served a notice to improve. This is a legal notice that requires the provider to take the actions below:

must provide or secure the provision of any training that is necessary to ensure that staff have suitable skills and experience to care for children, with particular regard to any medical conditions, they may have.

must take any necessary measures to minimise any risks to the health or safety of the children in your care.

We set a completion date of 21 October 2019 for these actions to be met. The provider will be able to give parents further information about these matters.

Ofsted has received an appropriate response to the actions to demonstrate that requirements are now met.

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](#).