

## **Complaint about childcare provision**

Ref: EY492677/4360958

Date: 5 November 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.

On 18 October 2019 we received concerns that this provider was not meeting some of these requirements. On 31 October 2019 we conducted a visit and as a result we have issued a Welfare Requirements Notice. 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.

Action needed:

ensure that effective arrangements are in place to keep children safe and adequately supervised at all times, with particular regard to when they are collected from school  
15/11/2019

clarify understanding about what constitutes a significant event that must be notified to Ofsted  
15/11/2019

consistently maintain an accurate daily record of the names of children being cared for on the premises and their hours of attendance. 15/11/2019

The next steps will be further monitoring. 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](#).