

## **Complaint about childcare provision**

Ref: EY423146/4338438

Date: 23 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.

On 20 September 2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit to the provider.

We issued the provider with a notice to improve. This requires the provider to take the actions below within the timescales set out.

Action to be completed by 21 October 2019

ensure that staff deployment is effective at meeting the needs of the younger children, especially during their sleep periods.

We received written confirmation of the steps the provider has taken to address this action. We are satisfied with the action taken by the provider. The provider will be able to give parents further information about this. 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](#).