

Complaint about childcare provision

Ref: EY466301/4345492

Date: 11 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 27 September 2019 we received concerns that this provider was not meeting some of these requirements. We made an unannounced visit on 14 October 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 outdoor environment are undertaken effectively to minimise hazards to children and make sure equipment used for babies to sleep in is suitable for that purpose by 18 October 2019

ensure confidential information and records about staff and children are held securely so that they are only accessible and available to those who have a right or professional need to see them by 18 October 2019.

We are satisfied with the action taken by the provider.

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](#).