

## **Complaint about childcare provision**

Ref: 2500056/4137006

Date: 13 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 10 January 2019 we received concerns that this provider was not meeting some of these requirements.

We have served a notice to improve. This notice requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 20 March 2019:

implement robust systems to check that staff are suitable to work with children

demonstrate that the ratio requirements, as outlined in the Statutory Framework for the Early Years Foundation Stage, are met at all times

ensure that effective risk assessment procedures are fully implemented to identify and minimise potential risks and hazards to children both indoors and outdoors, with particular regard to children's outdoor play equipment and the door to the laundry area

ensure that all staff are able to assess and identify accurately children's stages of development to ensure appropriate next steps are identified and planned for in order to help children make good progress

use information about children's learning and interests to promptly adapt teaching to help children make good progress.

The provider has responded appropriately to these actions. 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](#).