

## **Complaint about childcare provision**

Ref: EY341447/4363578

Date: 28 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 the 12 November 2019, we received concerns that the provider was not meeting some of the early years foundation stage requirements. Prior to this the provider had made notifications to Ofsted. In notifying Ofsted the provider met their legal responsibility as set out in the early years foundation stage requirements. On the 28 November 2019 we conducted an unannounced visit. We issued the provider with a notice to improve. This 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 remains registered with Ofsted.

Actions needed by 19 December 2019

develop staff's awareness of supervising children and ensure staff supervise children adequately, to keep them safe at all times.

### **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.](#)