

Complaint about childcare provision

Ref: 206160/4347417

Date: 19 December 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 3 and 31 October 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.

Actions needed by 9 December 2019:

ensure risk assessments are robust and identify and minimise potential hazards with particular regard to broken items in the garden, the door to the cellar and the door to the playgroup

keep written records of any complaints and their outcome

ensure confidential information and records about children are held securely and made accessible to Ofsted when requested

obtain an enhanced Disclosure and Barring Service check for every person working on the premises.

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](#).