

## **Complaint about childcare provision**

Ref: EY369325/4383181

Date: 3 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](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 18 November 2019 we received a concern that this provider was not meeting some of these requirements.

We served a Notice to Improve that requires the provider to take the actions below within the timescales set out. The provider will be able to give the parents information about this.

### **Actions required by 12 December 2019**

Ensure that staff are deployed effectively at all times especially on outings or school drop off or collections to ensure children's safety is maintained

Make sure protocols for keeping children safe on outings and school drop off or collections have identified all potential risks or hazards and have effectively removed or minimised them, and that staff adhere to them at all times

Ensure all staff know and understand how to manage children's behaviour in an appropriate way.

The provider has taken appropriate steps and we are satisfied that the provider is meeting the requirements of registration. 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](#).