

Complaint about childcare provision

Ref: 107060/4385895

Date: 9 January 2020

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 20 November 2019 we received concerns that this provider was not meeting some of these requirements. We visited and issued a notice to improve that requires the provider to complete the actions below. 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 has completed the actions within the timescale and remains registered with Ofsted.

Actions to be completed by 8 January 2020;

keep an accurate daily record of the names of the children being cared for on the premises and their hours of attendance

ensure the preschool's safeguarding policy is understood and implemented, especially with regard to maintaining a record of any potential concerns about a child's safety and welfare and that all staff take responsibility for monitoring these effectively.

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](#).