

Complaint about childcare provision

Ref: EY435250/4400465

Date: 17 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 a provider is not meeting the requirements, we can take action to ensure they put matters right. On 29 November 2019 we received a concern that the provider was not meeting some of these requirements. We found that the provider was meeting requirements in relation to Suitable People, Premises and Staff:Child Ratios. However, we identified that the provider was not meeting the requirements for Risk Assessment, and we have issued the provider with a notice of actions 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.

Action required by 13 January 2020

improve risk assessment procedures to help staff to identify hazards and take prompt and appropriate action to minimise risks to children.

We are satisfied with the action the provider has taken. 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](#).