

Complaint about childcare provision

Ref: EY275126/4385514

Date: 6 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 19 November 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 16 January 2020:

ensure risk assessments are robust and identify and minimise potential hazards, with particular regard children's access to the utility area

review the recruitment process and ensure that all required information and documentation about the vetting processes used to assure staff's suitability are consistently maintained

implement appropriate supervision arrangements for all staff to support their ongoing development.

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](#).