

Complaint about childcare provision

Ref: EY316512/4332472

Date: 30 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 16 September 2019 we received concerns that this provider was not meeting some of these requirements. We have served a notice of action to improve. 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 is still registered with Ofsted.

Actions needed:

implement robust systems to ensure the accurate and timely completion of records maintained of children's attendance by 14 February 2020

ensure that concerns regarding the safeguarding of children are recorded and where appropriate shared with the relevant child protection agency by 14 February 2020

ensure that the correct reporting procedures are followed when concerns are raised about adults working with children by 14 February 2020

gain a robust understanding of the safeguarding policy and procedure and have up to date knowledge of safeguarding issues to identify and respond to signs of possible abuse at the earliest opportunity by 14 February 2020

ensure that the correct adult to child ratios are maintained at all times by 14 February 2020

ensure that the premises are organised in a way that provide sufficient space to meet the needs of children by 14 February 2020

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](#).