

Complaint about childcare provision

Ref: EY457055/4421480

Date: 24 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 10 January 2020 we received concerns that this provider was not meeting some of these requirements. On 21 January 2020, we carried out an unannounced visit and found that: the provider has not supervised children appropriately and that the premises had not been kept secure.

We have issued the provider a notice to improve. The provider is still registered with Ofsted.

Actions needed –

take steps to ensure that children are adequately supervised at all times

review risk assessments and take continuous action to ensure children are unable to leave the premises unattended by the 4 February 2020.

The provider responded to the actions within the required timescales. We are satisfied with the actions taken. The provider is still 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](#).