

Complaint about childcare provision

Ref: EY561136/4393145

Date: 15 January 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 29 November 2019, we received concerns that this provider was not meeting some of these requirements. On 8 January 2020 we conducted an unannounced visit to the setting. We have served a notice to improve 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.

Actions needed:

improve the procedures in place for checking staff's ongoing suitability to care for children, by 31 January 2020

ensure leaders and staff have a secure understanding of the safeguarding policy, specifically the processes to follow for any child protection concerns, by 31 January 2020

On 30 January 2020 we received a written response from the provider who had taken the appropriate action to meet the notice to improve.

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.