

Complaint about childcare provision

Ref: 223195/4393498

Date: 12 February 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 29 November 2019 we received concerns that this provider was not meeting some of these requirements. We have sent a notice to improve to take the action below by the 21 February 2020. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed

ensure staff have a secure understanding of all possible signs of abuse and neglect and the procedures to follow in the event of a child protection concern

ensure staff have a secure understanding of the action to be taken in the event of an allegation being made against a member of staff

improve risk assessments to ensure that all hazards to children's health and safety are identified and eliminated in the outdoor area

review and improve the organisation and presentation of indoor and outdoor activities and equipment to meet the needs of children and promote all aspects of their learning

raise the quality of teaching and ensure that all children are fully supported to engage in challenging activities that build on what they already know and can do.

The provider failed to notify us of a change to the person who is managing the early years

provision. This is a requirement of registration. We took no further action as the provider is now clear on the requirement to notify Ofsted.

We have received an appropriate response from the provider

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](#).