

Complaint about childcare provision

Ref: 2501661/4432259

Date: 2 March 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 23 January 2020 we received concerns that this provider was not meeting some of these requirements. We visited the provider on 30 January 2020 to discuss the concerns and have issued a Notice to Improve. This is a notice 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.

Action required:

ensure that outdoor spaces are safe and suitable for the children; with specific regard to making sure that the fencing around the pond is secure

ensure that information about significant events is accurately recorded and parents are kept informed about any incidents in the daily routine that may affect their child's well-being.

We have received a suitable response from the provider with evidence that the above actions have been addressed. 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](#).