

Complaint about childcare provision

Ref: EY444170/4273612

Date: 12 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 04 July 2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 15 July 2019 where we found requirements relating to safeguarding and information and records were not met. We have served a Welfare Requirements Notice. This is a legal 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. The provider is still registered with Ofsted.

Actions needed;

ensure appropriate action when there are safeguarding concerns about a child is taken in a timely way and take all necessary steps to keep children safe by 23 September 2019

maintain appropriate records of all incidents accidents and injuries and detail all action taken to promote the welfare of children by 23 September 2019

On the 27 September 2019 we completed a monitoring visit, where we found the provider has taken sufficient action. 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](#).