

Complaint about childcare provision

Ref: EY494309/4466420

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--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 2 March 2020 we received concerns that this provider was not meeting some of these requirements. We visited on 11 March 2020 and issued the provider with a notice to improve. The provider will be able to give parents further information about this.

Actions to be completed by 13 March 2020:

- ensure that all staff who have not had their suitability checked are not left unsupervised with children
- ensure that staff are deployed effectively to meet the needs of all children, particularly in the pre-school
- maintain an accurate daily record of the hours that children attend.

The provider remains 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](#).