

Complaint about childcare provision

Ref: EY489589/4272881

Date: 11 December 2019

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 4 July 2019 we received concerns that this provider was not meeting some of these requirements. 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.

Actions needed:

implement effective systems to ensure the premises are secure so that children are unable to leave the premises unsupervised and unauthorised people cannot enter the premises by 20 January 2020

implement effective systems to ensure that people looking after children are suitable to work with children by 20 January 2020

ensure the setting's safeguarding policy and procedure are in line with the guidance and procedures of the relevant local safeguarding partners by 20 January 2020

A suitable response was received from the provider in relation to the welfare requirements notice. 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](#).

