

## **Complaint about childcare provision**

Ref: EY457882/4360937

Date: 4 November 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](http://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 20 September 2019, we received concerns that the provider was not meeting some of these requirements. The provider will be able to give parents further information about this.

Actions needed by 31 October 2019

- must adequately supervise children at all times
- any care provided for older children must not adversely affect the care of children receiving early years provision
- must meet the indoor space requirements
- ensure children are not exposed to risks, in particular any associated to that pets on the premises
- maintain required records for each child in your care
- update knowledge of when early years providers are required to notify Ofsted of change.

On 23 November 2019, the provider notified us of the appropriate action that has been taken to address the weaknesses identified. We are satisfied that the provider meets the legal requirements in the Statutory framework for the early years foundation stage.

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](#).