

Complaint about childcare provision

Ref: EY487164/4463496

Date: 16 June 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 24 February 2020 we received concerns that this provider was not meeting some of these requirements. On 12 March 2020 we carried out an unannounced visit to the provision. We issued the provider with a notice to improve. This required 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 which needed to be taken by 27 March 2020

ensure that all staff have the necessary skills and training to carry out the responsibilities of their role, with regard to safety in the setting

review and improve the arrangements in place for children at transition times and minimise potential hazards to ensure children's safety.

On the 16 June 2020 we held a telephone discussion with the provider to review the actions raised at the visit. We found the provider had provided mentoring and training to ensure staff had the necessary skills required for their role. Staff completed safeguarding and health and safety training which helps to minimise potential hazards at all time. We are satisfied with the steps taken by the provider to meet the actions.

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](#).