

## **Complaint about childcare provision**

Ref: EY555901/4533109

Date: 15 July 2020

### **Summary of outcome**

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage [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 2 July 2020 we received concerns that this provider was not meeting some of these requirements. We sent the provider a letter which asks them to take action. The provider will be able to give parents further information about this.

Actions needed by 23 July 2020

- deploy staff effectively to ensure that qualification requirements are met at all times
- ensure that staff implement effective risk assessments to identify and minimise risks to children, particularly in the preschool room and the outdoor play area.

The provider has taken prompt and effective action to tighten their risk assessment procedures throughout the nursery. Additionally, they have reviewed their staffing arrangements to ensure that qualification requirements are met at all times.

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](#).

