

## **Complaint about childcare provision**

Ref: EY493669/4538440

Date: 13 August 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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2).

If we find a provider is not meeting the requirements, we can take action to ensure they put matters right. On the 14 July 2020 we received concerns that this provider was not meeting some of these requirements. We 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 required by 13 August 2020;

Ensure staff are deployed effectively to meet children's needs and to keep them safe

Ensure that all reasonable steps are taken to prevent children from being exposed to risks, with particular regard to children playing in the outdoor area.

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](#).