Complaint about childcare provision

Ref: EY498895/4333590

Date: 2 October 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 17 September 2019, we received concerns that this provider was not meeting some of the above requirements. We visited the provider and have issued them with a Notice to Improve. 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.

Action needed by 14 October 2019:

ensure accident records contain sufficient detail about all first aid administered and any follow up action taken

take all reasonable steps to make sure children are not exposed to risks, in particular when providing them with hot food

The provider provided us with information to show they had made changes to their accident recording and to their risk assessments around hot food within the timescale given. We were satisfied with the action taken. 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.