

Complaint about childcare provision

Ref: 107462/4112650

Date: 21 March 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 20 December 2018, we received information that raised concerns that this provider was not meeting some of these requirements. We received additional concerns in March 2019. On 18 March 2019 we visited the provider to discuss these concerns. We found the provider was not meeting the regulatory requirement for staff training, support and skills. Following the visit we sent the provider a notice to improve which requires the provider to;

improve systems for staff training to ensure senior staff are capable and qualified to take charge in the managers absence. Put appropriate arrangements in place for the supervision of all staff so there is a culture of mutual support, teamwork and continuous improvement. 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](#).