

Complaint about childcare provision

Ref: EY438678/4222679

Date: 31 May 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 the 7 May 2019, we received concerns that the provider was not meeting some of these requirements. On the 30 May 2019 we conducted an unannounced visit and served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed

take immediate action to ensure arrangements are put in place to support all children with SEN or disabilities, and are in line with the Special Educational Needs Code of Practice, by 24 June 2019

ensure the required written progress check in the prime areas is completed for children between the ages of two and three years, to identify any concerns that a child may have a developmental delay, and to inform, and help parents in supporting their children's development at home, by 24 June 2019

obtain an up to date enhanced criminal records check in respect of every person age 16 and over who work with the children, by 24 June 2019

ensure any adults whose suitability has not been checked are not allowed unsupervised

contact with children being cared for, by 24 June 2019

improve staff's knowledge and understanding of child protection legislation including the 'Prevent' duty guidance for England and Wales 2015', to keep children and their families safe, by 24 June 2019

On 25 June 2019, we carried out an unannounced visit to the provider to monitor the Welfare Requirements Notice. We found that the Welfare Requirements Notice had been met appropriately. The provider will be able to give parents further information about this. 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](#).