

Complaint about childcare provision

Ref: 2518457/4232992

Date: 30 July 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 May 2019 and 11 Jun 2019, we received information which raised concerns that the provider was not meeting some of these requirements. We made an unannounced visit on 25 Jun 2019 when we looked into this information and found that the provider was not meeting all of the requirements. We have served a notice of action to improve that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed:

implement effective supervision arrangements to accurately assess and identify the training and development needs of all staff and apprentices, and ensure that effective support and guidance is provided where necessary.

To be met by 09 July 2019.

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](#).