

Complaint about childcare provision

Ref: EY472282/4285647

Date: 11 August 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 16 July 2019, we received concerns that the provider was not meeting some of these requirements. We visited on 6 August 2019 and have issued a Welfare Requirements Notice. This is a legal notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 2 September 2019:

ensure that all staff understand the safeguarding policy and procedures so that any concerns about a child are reported without a delay

put in place an effective key person system to ensure children's care and learning is tailored to meet their individual needs

ensure supervision arrangements for staff and managers are effective in providing the support and training that staff need to fulfil their roles

On 4 September 2019 we carried out a further unannounced visit to monitor the provider's compliance with the Welfare Requirements Notice. We found that appropriate action had been taken to meet requirements. 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](#).

