

Complaint about childcare provision

Ref: EY486610/4177102

Date: 30 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 11 March 2019, we received concerns relating to General suitability people matters and Changes that must be notified to Ofsted. We carried out a regulatory visit on 27 March 2019 and found the provider did not meet the requirements. The provider did not have the required information and we carried out a second visit on 1 April 2019. We found that the provider did not also meet the requirements for Child protection, Staff qualifications, training, support and skills and Information and records. Consequently, we issued a Welfare Requirements Notice. We carried out a compliance visit on 2 May 2019 and we found although the provider had met the actions set at the last visit there were further breaches of requirements. The provider did not meet the requirements for Suitability people, Medication and Risk assessments. We issued a Welfare Requirements Notice. We carried out a further compliance visit on 23 May 2019 and we found that the provider had taken prompt and effective action to meet the Welfare Requirements Notice.

The provider remains 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](#).