

Complaint about childcare provision

Ref: EY562955/4319188

Date: 3 September 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 29 August 2019, we received concerns that there is not always a manager or named deputy present. We carried out an unannounced visit on 2 September 2019 to see whether the provider was meeting the requirements specifically relating to; Staff qualifications, training, support and skills. We found that the provider does not always ensure that there is a capable and qualified named deputy present to take charge in the manager's absence. We also found that the provider does not maintain accurate records, with particular regard to staff signing-in records. We issued a Welfare Requirements Notice that required the provider to take action to ensure they were meeting the requirements. We carried out an unannounced monitoring visit on 17 September 2019 and found the provider had taken sufficient action to meet the requirements. The provider remains registered with Ofsted. The next step will be a full inspection.

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](#).