

Complaint about childcare provision

Ref: 2547721/4302727

Date: 9 November 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 9 August 2019, we received concerns that this provider was not meeting some of these requirements.

On 17 September 2019, we carried out an unannounced visit to the provider to assess whether the provider was meeting the requirements.

Following our visit, we issued the provider with a Notice to Improve. This is a notice that requires the provider to take the actions 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.

Actions needed by 15 November 2019:

- maintain evidence to demonstrate the suitability of every person who works on the premises including completion of an enhanced Disclosure and Barring Service (DBS) check
- demonstrate how children's safety and welfare is protected at all times, with particular regard to persons working on the premises and visitors to the premises

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](#).