

Complaint about childcare provision

Ref: EY245317/4445465

Date: 9 March 2020

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On the 4 February 2020, we received information that this provider was not meeting some of these requirements.

On the 13 February 2020 we carried out an unannounced visit. We found that the provider was not meeting some of these requirements. We have served a Welfare Requirements Notice. This is a legal 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.

Actions needed by the 21 February 2020

ensure the premises, including floor space and outdoor spaces are clean, fit for purpose and suitable for the age of the children cared for and the activities provided on the premises

ensure staffing arrangements meet the needs of all children and that children are adequately supervised

implement an effective system to ensure staff, and any other person who is likely to have regular contact with children (including those living or working on the premises), are suitable to work with children

take appropriate action to ensure the safety of children when made aware of relevant information that may lead to disqualification of an employee.

On the 27 February 2020 we reviewed the action the provider had taken and found that they had taken appropriate action to meet the welfare requirements notice.

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](#).