

Complaint about childcare provision

Ref: EY458301/4897970

Date: 6 October 2021

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 September 2021, we received concerns that this provider was not meeting some of these requirements. On the 30 September 2021 we carried out regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirement notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 15 October 2021

keep a daily record of the names of the children being cared for on the premises and their hours of attendance.

obtain and record the full name, date of birth and the name and address of every child's parent and/or carer; information about any other person who has parental responsibility for the child; and emergency contact details for parents and/or carers for all children, prior to their admission to the setting.

On 18 November 2021, we carried out a visit to the provider to monitor the Welfare Requirements Notice. We found that the Welfare Requirements Notice had been met appropriately. 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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).