

Complaint about childcare provision

Ref: 2509144/5240295

Date: 13 September 2022

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 23 August and 31 August 2022, we received concerns about the provider. On 1 September 2022, we received a notification from the provider. This means the provider met their legal requirement as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a serious accident or injury to a child.

On 8 September 2022, we completed an unannounced regulatory visit. During the visit we found the provider was not meeting the requirements of the Statutory framework for the early years foundation stage. We have therefore, issued an action to address the weakness, by the date specified.

The action to be completed by 30 September 2022 is to:

improve the level of support, mentoring and monitoring of staff, and provide effective induction for those who are new to their role

implement effective arrangements for the supervision of staff, to promote the interests of children.

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](#).