Complaint about childcare provision

Ref: 2594709/5276908

Date: 11 November 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 12 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 18 October 2002, we carried out a regulatory visit. We found the provider was not meeting some of the 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. The provider is still registered with Ofsted.

Actions needed by 15 November 2022:

- ensure that staff whose suitability has not been fully checked are never left alone with children

- ensure that children are cared for by staff who have a clear understanding of their roles and responsibilities, and the skills and knowledge to consistently provide them with good quality daily experiences.

We will monitor the provider's response to ensure the actions are successfully completed.

On 18 November 2022, we carried out a monitoring visit and found that the provider had

taken appropriate action to address the actions set.

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.