Complaint about childcare provision

Ref: EY544526/5342279

Date: 3 February 2023

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 6 and 19 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 1 February 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put some things right. The provider had refreshed staff training, so they are aware that information relating to children must be handled in a way that ensures confidentiality. We have issued an action for the provider to take in regard to meeting other requirements. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 22 February 2023:

- put effective systems in place to ensure the suitability of people working with the children.

We will monitor the provider's response to ensure the action is successfully completed.

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.