

Complaint about childcare provision

Ref: EY542122/5500417

Date: 25 August 2023

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 28 July 2023, we received concerns that this provider was not meeting some of these requirements. On 11 August 2023 we carried out an unannounced visit to the premises and have issued a notice to improve. The provider will be able to give parents further information about this.

Actions :

improve security measures at the setting and ensure that no unauthorised persons can enter the premises

improve safeguarding knowledge and ensure that all concerns regarding the welfare of children are reported to the relevant authorities within a timely manner

develop supervision sessions to help to identify and address training needs.

We are satisfied the provider has met the actions.

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 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](#).