

Complaint about childcare provision

Ref: 316754/5437403

Date: 22 August 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 2 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 4 July 2023, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements. we served welfare requirements notice on 25 July 2023. This is a legal notice that requires the provider to take action within the timescales set out.

On 21 August 2023, we monitored whether the actions had been met and found that the provider had not met the actions set in the welfare requirement notice. We have served another welfare requirements notice. The provider will be able to give parents further information about this.

Actions needed by 4 September 2023:

- ensure there is a named deputy, who in the provider's opinion, is capable to take charge in the manager's absence
- provide staff with appropriate training and professional development opportunities to ensure they offer quality learning experiences, particularly for those children who have emerging additional needs
- implement regular staff coaching and supervision to review the quality of teaching and practise, identify training needs, and ensure staff well-being is well promoted.

On 24 August 2023 the provider notified us of their wish to resign their registration. Due to this we were unable to monitor the actions set prior to them resigning.

They are no longer a registered childcare provider.

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](#).