

Complaint about childcare provision

113417/C331477

Date: 21/02/2018

Summary of complaint

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 29 January 2018, we visited the setting to check that they were meeting the legal requirements due to concerns raised at a previous visit and issued Notices to Improve. 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

- tell staff that they are expected to disclose any convictions, cautions, court orders, reprimands and warnings that may affect their suitability to work with children, by 19 February 2018.

-put appropriate arrangements in place for the supervision of senior staff to foster a culture of mutual support, teamwork and continuous improvement, which encourages the confidential discussion of sensitive issues, by 19 February 2018.

The provider has since responded to confirm they have taken sufficient action to meet the legal requirement.

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 for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted