

## **Complaint about childcare provision**

251587/C325392

**Date:** 15/12/2017

### **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](http://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 7 December 2017 we received concerns that this provider was not meeting some of these requirements. We have issued a Welfare Requirements Notice. This is a legal notice that requires the provider to take the action 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.

#### Action needed

ensure that information for members of the registered body are submitted to Ofsted so the required suitability checks can be carried out - by 17/01/2018

On 19 January 2018 we visited the setting to monitor the notice. We found that the provider had taken appropriate action. However, during the visit we found further breaches and have issued another 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

implement effective systems to ensure that staff, and any other person who is likely to have regular contact with children, are suitable – by 26/03/2018  
record information about the identity checks and vetting processes that have been completed for staff – by 26/03/2018  
ensure that records are easily accessible and available or if the records are

stored off the premises that prior permission has been sought from Ofsted to do so – by 26/03/2018

On 27 March 2018 we carried out an unannounced inspection and monitored the notice. Please see the published inspection report for further details.

### **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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)