

## **Complaint about childcare provision**

Ref: EY457207/3996807

Date: 14 September 2018

### **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](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 23 August 2018, we received concerns that this provider was not meeting some of these requirements. We have served a welfare requirements 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:

- Improve the recruitment process in place to ensure that practitioners are suitable and maintain a clear record about the identity checks and vetting processes that have been completed – by 28 September 2018
- Ensure there are appropriate arrangements in place for the effective supervision of staff, which provides support, coaching and training for the practitioner and promotes the interests of children – by 28 September 2018
- Improve the process in place for monitoring the progress different groups of children make, to target teaching and ensure that any gaps in learning are identified at the earliest opportunity – by 30 November 2018.

### **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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).