

Complaint about childcare provision

Ref: EY267618/4127929

Date: 7 June 2019

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 15 January 2019, we received concerns that this provider was not meeting some of these requirements. We have served a Welfare Requirements Notice and a Notice to Improve. These are legal notices that require the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed

ensure that all staff receive regular supervisions where they can share any issues about children's development or welfare, identify solutions and receive coaching (Staff qualifications, training, support and skills) To be completed by 3 April 2019.

ensure that the system for induction training is fully completed for newly recruited staff to help them understand their roles and responsibilities (Staff qualifications, training, support and skills) To be completed by 3 April 2019.

We made a further visit on 5 April 2019 and were satisfied that the Welfare Requirements Notice and Notice to Improve were met. 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 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](#).