

Complaint about childcare provision

Ref: EY348292/4272075

Date: 14 October 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 3 July 2019 we received concerns that this provider was not meeting some of these requirements. We have served a 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

- ensure all staff have a disclosure and barring service check, that is available for inspection
- ensure the manager and committee gain knowledge of the significant events Ofsted need to be notified of, specifically changes to staff suitability and changes to committee members
- ensure staff understand when to notify the provider of any changes to their circumstances that may affect their suitability to work with children
- ensure supervision, particularly for the manager, provides effective support and coaching to promote professional development

by 25 July 2019

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.