

Complaint about childcare provision

Ref: EY491074/4452150

Date: 13 March 2020

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 11 February 2020 we received concerns that this provider was not meeting some of these requirements. The manager also notified us about an event on 12 February 2020. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of significant changes or events. We visited the provider to discuss the concerns and have issued a Notice to Improve. This is a 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.

Action required;

keep clear and accurate records with information about the recruitment, vetting processes and ongoing suitability checks that have been completed for all staff

By 31 March 2020

ensure that all staff who are involved in the recruitment process receive appropriate safer recruitment training to help them gain a clearer understanding of their roles and responsibilities.

By 31 March 2020

We have now received a suitable response from the provider with evidence that the above

actions have been appropriately addressed. 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](#).