

Complaint about childcare provision

Ref: EY491094/4466700

Date: 10 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. We received concerns that the provider was not meeting some of these requirements. On 5 March 2020 we visited the provider and 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:

provide the required information to Ofsted in a timely manner to enable the necessary suitability checks for directors of the organisation to be carried out by 10 March 2020

ensure that robust procedures are followed to ensure that all staff working with children are suitable by 16 March 2020

record information about all vetting processes that have been completed for staff by 16 March 2020

improve the deployment of staff to ensure effective supervision of children and to provide consistency of care by 16 March 2020

ensure that the nursery's policy for dealing with complaints from parents and/or carers is followed and keep a written record of any complaints and their outcome by 16 March 2020.

We are satisfied with the action taken by the provider. The provider remains 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](#).