

Complaint about childcare provision

Ref: EY547285/4861758

Date: 1 October 2021

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 8 August 2021 and 17 August 2021, we received concerns that the provider was not meeting some of these requirements. On 23 August 2021 we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirement 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 by 17 September 2021

- ensure that induction training is thorough and monitored closely to help staff to fully understand their roles and responsibilities
- ensure that supervision is effective and provides full support, coaching and training for all staff, including the manager.

We monitored the provider's response to ensure the actions were successfully completed. We are satisfied the provider has taken suitable action to ensure the induction process and supervision for staff provide the support to staff to understand their roles and responsibilities.

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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and](#)

complaints about childminders and childcare providers leaflet.