

Complaint about childcare provision

Ref: EY338333/5372783

Date: 28 February 2023

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 10 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 27 February 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

The provider will be able to give parents further information about this.

Actions needed by 14 March 2023:

- ensure there are robust and effective procedures in place for checking that staff and students are suitable to work with children
- ensure all those working with children have an enhanced criminal records check
- record information that demonstrates staff qualifications, identity checks and vetting procedures have been completed

- put appropriate supervision arrangements in place for all staff who have contact with children and their families
- have records available to demonstrate the effective recruitment processes and vetting procedures.

On 23 March 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of recruitment processes and ensuring suitability of staff. In addition, they have demonstrated a review of staff supervision arrangements.

We are satisfied the provider has met the safeguarding and welfare actions raised.

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 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](#).