

Complaint about childcare provision

Ref: 2635211/5402971

Date: 25 April 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 22 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 25 April 2023, we carried out a regulatory visit. We found the provider was not meeting some of the 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 by 09 May 2023:

- ensure that there are effective systems in place to check the suitability of practitioners, and any other person who may have regular contact with children
- ensure you keep accurate records of the identity checks and vetting processes that have been completed.

We will monitor the provider's response to ensure the actions are successfully completed.

On 09 May 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures and have ensured that suitable checks are carried out on any staff, and any persons who have regular contact with children. There are accurate records of identity and vetting checks carried out on staff. The provider now fully understands their responsibilities.

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](#).