

## **Complaint about childcare provision**

Ref: 2676717/5608314

Date: 21 December 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](https://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 5 December 2023, we received concerns that the provider was not meeting some of these requirements.

On 18 December 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.

Actions needed by 2 January 2024:

- ensure that all staff understand how to respond to potential allegations made against a member of staff, including reporting to statutory agencies
- implement robust processes and procedures relating to staff's use of mobile phones to ensure children's safety and welfare
- implement effective systems for the recruitment and vetting of staff to ensure they are suitable to work with children
- provide effective support, coaching and training for staff to ensure they have the knowledge and skills to fulfil their roles and responsibilities.

On 4 January 2024, we carried out an inspection. We found that the provider had improved their knowledge and understanding of how to manage allegations made against staff and the processes for the use of mobile phones within the nursery. Recruitment procedures and robust and a new plan in place for monitoring and developing staff practice.

We are satisfied the provider has met the actions set in the welfare requirements notice.

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](#).