

## **Complaint about childcare provision**

Ref: 2502036/5577811

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](http://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 2 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 27 November 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 13 December 2023:

- ensure the manager and staff have a secure knowledge and understanding of safeguarding matters
- ensure staff suitability checks are completed and that staff do not have unsupervised access to children until these checks are complete
- ensure all staff receive effective induction training to support them to understand their roles and responsibilities, including fire evacuation procedures
- improve staff supervision procedures to monitor the effectiveness of training and to identify where additional support and guidance is needed to help staff fulfil their roles and responsibilities.

On 25 January 2024, the provider notified us of their wish to resign their registration.

The provider is no longer 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](#).