

Complaint about childcare provision

Ref: EY497732/5630844

Date: 8 February 2024

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 10 January 2024, we received concerns that the provider was not meeting some of these requirements.

On 24 January 2024, 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 9 February 2024:

- improve the records maintained about the vetting procedures that have been completed to check staff suitability, including the information about their qualifications
- implement effective procedures for monitoring and supervising the manager and staff's practice, to ensure the setting consistently meets the requirements of the Statutory framework for the early years foundation stage.

On 12 February 2024, we conducted an unannounced visit to monitor the welfare requirement notice. We found the provider had taken appropriate action. The provider has booked safer recruitment training for the management team to complete. All records to support staff suitability have been followed up. The manager has carried out supervision meetings with individual staff, to identify any further training or support they may need. The management team will continue to monitor and mentor staff.

Ofsted are satisfied with the action taken by the provider. 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](#).