

Complaint about childcare provision

Ref: 208193/5619122

Date: 6 February 2024

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

On 30 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.

The provider is still registered with Ofsted.

Actions needed by 16 February 2024:

- ensure that staff are deployed effectively to meet the correct staffing qualification requirements across the nursery, at all times
- implement effective vetting procedures to check that all staff who work or come into contact with children are suitable
- maintain accurate records of the identity and vetting checks completed for all staff.

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

On 20 February 2024, we carried out a further regulatory visit. We found that the provider responded to the actions set. They now deploy staff effectively to meet the correct staffing qualifications across the nursery. In addition, leaders have also implemented effective systems to check that the suitability of all staff who work or come into contact with children. We also found that leaders now maintain accurate records of the identity and vetting checks completed for all staff. 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](#).