

Complaint about childcare provision

Ref: EY547221/4166931

Date: 8 May 2019

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 27 February 2019 we received concerns that this provider was not meeting some of these requirements. Following a visit to the provider, we made the decision that it was futile to serve any further welfare requirements notices as the provider has persistently failed to take appropriate and sustainable action. Therefore, we sent them a letter setting out the breaches. The provider will be able to give parents further information about this.

The action the provider has persistently failed to take is:

ensure that all staff, and any other person who is likely to have regular contact with children are suitable, this is with specific regard to, but not limited to, Disclosure and Barring Service (DBS) checks

ensure staff always follow the risk assessment processes to keep children safe

Further breaches were also identified by the inspector:

ensure records are easily accessible and available at inspection, especially in relation to staff qualification certificates, vetting processes that have been completed and records of children's attendance

keep a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person.

These breaches will be looked at during the next inspection. The provider is still registered with Ofsted. However, we continue to take steps to cancel the registration and the provider has appealed to the First-tier Tribunal against our decision.

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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).