

Complaint about childcare provision

Ref: 228919/4535959

Date: 17 July 2020

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 9 July 2020 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 14 July 2020 where we found the provider is not meeting all of the requirements. We issued a welfare requirements notice which required the provider to comply with the Statutory Framework for the Early Years Foundation Stage for; Suitable people, Staff qualifications, training, support and skills and Information and records. 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 remains registered with Ofsted.

By 03 August 2020

EYFS 3.12 record information about staff qualifications and the identity checks and vetting processes that have been completed, including the criminal records check reference number, the date a check was obtained and details of who obtained it

EYFS 3.9 ensure that people looking after children are suitable to fulfil the requirements of their roles. In this instance, make sure that the procedures for recruitment and selection of staff are robust

EYFS 3.20 ensure that all staff receive induction training to help them understand their roles and responsibilities. Including providing information about emergency evacuation procedures, safeguarding, child protection, and health and safety issues

EYFS maintain all records to ensure the safe and efficient management of the setting, with specific reference to showing how staffing arrangements ensure children's needs are met.

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By 13 August 2020

EYFS record information about staff qualifications and the identity checks and vetting processes that have been completed, including the criminal records check reference number, the date a check was obtained and details of who obtained it

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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](#).