

Complaint about childcare provision

Ref: EY465377/4760257

Date: 20 April 2021

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 6 April 2021, we received concerns that this provider was not meeting some of these requirements. On the 15 April 2021 we carried out regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirement notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 30 April 2021

obtain an up to date enhanced criminal records check in respect of every person age 16 and over who work directly with the children

improve safeguarding practices to ensure any safeguarding concerns about a child or in the event of an allegation being made against a member of staff, safeguarding procedures are followed swiftly, in line with the Local Safeguarding Children Board procedures (LSCB)

take immediate steps to ensure there is at least one member of staff with a full and relevant level 3 qualification, and at least half of all other staff hold a full and relevant level 2 qualification caring for children age two and under at all times

ensure that children are supervised and within sight and sound at all times to meet their individual needs and keep them safe

ensure all reasonable steps are taken to ensure risks to children's safety are identified, removed or minimised

ensure all manager and staff receive effective supervision and coaching to enable them to fully understand and fulfil their roles and responsibilities.

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](#).