

Complaint about childcare provision

Ref: 134534/4740207

Date: 31 March 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 8 March 2021, we received concerns that this provider was not meeting some of these requirements. On the 11 March 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 29 March 2021

ensure safer recruitment policies and procedures are understood and implemented, to ensure that no unsuitable person works at the setting or has access to the children

ensure there are effective systems in place to check that staff are suitable to work with children, in particular, that information is identified regarding any staff disqualified from working with children and that appropriate action is then taken

ensure the designated safeguarding lead staff member has regard to the procedures of the Local Safeguarding Children Board (Safeguarding Partnership) and the government's statutory guidance 'Working Together to Safeguard Children 2018' to keep children safe.

On 30 March 2021, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions, raised at the last visit. We found the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. Additionally, during the visit, we

found a new area of concern. This means that the provider was not meeting other requirement as set out in the Statutory framework for the early years foundation stage. In relation to the new areas of concern, we have issued a action for the provider to take. This is a legal notice that requires he provider to take the action 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 April 2021:

take immediate action to ensure that Ofsted are provided with the relevant details of all committee/trustee members so that the required checks can be completed to verify suitability.

We will monitor the provider's response to ensure the action is successfully completed.

On the 22 April 2021, we reviewed the actions and are satisfied that the provider has met the 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](#).