

Complaint about childcare provision

Ref: EY555832/4840952

Date: 10 August 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 15 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 22 July 2021, we carried out a regulatory telephone call. 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.

Actions needed by 24 August 2021:

- take action to ensure the setting's safeguarding policy is up to date and the committee, and all managers and staff understand the setting safeguarding procedures, including having up to date knowledge of how to respond to any concerns in an appropriate and timely manner

- put in place effective arrangements to assess staff's ongoing suitability to ensure all adults looking after children are suitable to fulfil the requirements of their role

- maintain accurate DBS records for all staff and committee members detailing the date the

DBS check was obtained and who obtained it

- put appropriate arrangements in place to seek medical advice to ensure that staff who are taking medication continue to remain suitable to look after children
- ensure the committee have secure knowledge and understanding of the requirements in relation to notifications, including significant events and reporting changes to people connected to the organisation (committee) in a timely manner.

On 31 August 2021, the provider responded to the actions set. We found that the provider has addressed the arrangements for assessing the ongoing suitability of individuals who work directly with children. The provider has also improved understanding around child protection procedures and now fully understands their responsibilities. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

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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 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](#).