

Complaint about childcare provision

Ref: 2598321/4864030

Date: 16 September 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 9 and 11 August 2021, we received concerns that the provider was not meeting some of these requirements.

On 12 August 2021, we carried out a regulatory visit. 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. The provider is still registered with Ofsted.

Actions needed by 10 September 2021

- ensure that an enhanced criminal records check is in place for all persons over 16 working directly with children
- ensure that 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, is recorded
- ensure that staff are alert to any issues of concern in the child's life at home or elsewhere
- train all staff to understand the safeguarding policy and procedures to safeguard children and ensure that all staff have up-to-date knowledge of safeguarding issues
- make sure at least one person who has a current paediatric first-aid certificate is always on the premises and available when children are present
- ensure that the manager holds a full and relevant level 3 qualification and at least half of all other staff, hold at least a full and relevant level 2 qualification
- ensure that all staff receive appropriate induction training to help them understand their roles and responsibilities

- ensure that records are maintained in order to share information with other professionals as required and to ensure the safe and efficient management of the setting
- ensure that a daily record of children's hours of attendance is in place
- ensure that records are easily accessible and available.

We will monitor the provider's response to ensure the actions are successfully completed.

On 16 September 2021, we carried out an unannounced visit. We found that the provider had appropriate documentation to confirm staff have the required checks and suitable qualifications. There are sufficient staff with a paediatric first-aid certificate, onsite when children are present. During the visit we discussed staff recruitment and induction. The provider has improved these procedures to ensure that staff can carry out their roles and responsibilities. The provider demonstrated that these procedures are robust. The provider has updated the record of children's attendance to include the required hours of attendance and records are easily accessible and available. The provider has taken positive steps, such as additional meetings and training opportunities, to ensure that staff have appropriate knowledge in order to keep children safe and are alert to issues of concern.

We are satisfied the provider has met the safeguarding and welfare 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](#).