

Complaint about childcare provision

Ref: 2618056/4810384

Date: 23 June 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 the 11th June 2021 we received concerns that this provider was not meeting some of these requirements.

On the 17th June 2021, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements. We issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed between the 18th June 2021 and the 19th July 2021

- ensure a Disclosure Barring Service check is obtained for every person working with children
- ensure that any staff whose suitability has not been checked do not have unsupervised contact with children being cared for
- ensure that all staff receive induction training to help them understand their roles and responsibilities
- ensure appropriate arrangements are place for the supervision of staff to help provide support, coaching and training for them
- ensure all staff fully understand the settings safeguarding policy and procedures to help them to be able to respond to concerns about children's welfare in a timely manner
- improve understanding about what must be notified to Ofsted. In particular, significant events.

On 28 June 2021, the provider responded to the actions set. We are satisfied that the provider has met the safeguarding and welfare actions raised. The provider remains 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](#).