

Complaint about childcare provision

Ref: 127323/4970539

Date: 26 January 2022

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 23 November 2021, we received concerns that the provider was not meeting some of these requirements.

On 21 December 2021 and 5 January 2022, we carried out telephone regulatory calls. 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 23 January 2022:

implement effective and robust vetting processes to ensure all individual's that form part of the registration have their suitability checked and recorded

put appropriate steps in place for the committee to have effective oversight and governance of the provision and undertake effective supervision to ensure legal requirements are always maintained

take action to ensure at least one person holds full and relevant paediatric first aid training

and is always on the premises and available when children are present

ensure arrangements are in place to manage concerns and complaints consistently and share this with the committee in line with the setting's complaints procedure

ensure the manager and committee have secure knowledge and understanding of the requirements in relation to notifications, particularly with regard to reporting changes to people connected to the organisation (committee) in a timely manner.

On 25 January 2022, we found the provider had met most of the safeguarding and welfare actions apart from one. We have served another welfare requirements 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 8 February 2022:

ensure the manager and committee have secure knowledge and understanding of the requirements in relation to notifications, particularly with regard to reporting changes to people connected to the organisation (committee) in a timely manner.

On the 28 February 2022 we carried out a regulatory telephone call. We found that the provider had taken steps to meet the action. The provider has improved knowledge and understanding to ensure that individuals connected to the registration are notified to Ofsted, so that vetting checks can be carried out to assure suitability. We are satisfied the provider has met the safeguarding and welfare action 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](#).