

Complaint about childcare provision

Ref: 511086/4940178

Date: 20 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 4 and 26 October 2021, we received concerns that the provider was not meeting some of these requirements.

On 18 January 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 2 February 2022:

- improve the recruitment and vetting procedures of staff to ensure people looking after children are suitable to fulfil the requirements of their role
- ensure all staff receive clear induction training to enable them to know and understand their roles and responsibilities, with particular regard to safeguarding children
- ensure the designated safeguarding lead has a secure understanding of their role to provide support, advice and guidance to staff on an ongoing basis, with particular regard to liaising with statutory agencies in the event of allegations being made against a member of staff
- ensure the provider has a clear understanding of their roles and responsibilities with regards to notifying Ofsted of new committee members to allow suitability checks to be carried out.

We are satisfied the actions have been successfully completed.

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](#).