

Complaint about childcare provision

Ref: 130748/5122651

Date: 5 April 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 28 March 2022, we received concerns that the provider was not meeting some of these requirements.

On 31 March 2022, 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.

Actions needed by 20 April 2022:

take action to ensure managers and staff understand reporting processes in line with local safeguarding procedures, including having up to date knowledge of safeguarding issues and know how to respond to any child protection concerns in an appropriate and timely manner

implement effective and robust recruitment procedures to assess staff's suitability and ensure all adults looking after children are suitable to fulfil the requirements of their role

make sure all staff have appropriate induction, to help them have a clear understanding of

how they can securely meet and fulfil their roles and responsibilities to meet the needs of children

take action to ensure the named deputy manager is capable and competent to take charge in the manager's absence

ensure staff deployment arrangements are effective to ensure that children are adequately supervised so they are consistently kept safe at all times.

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](#).