

Complaint about childcare provision

Ref: 2497012/5106883

Date: 6 June 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 8 March 2022, we received concerns that the provider was not meeting some of these requirements.

On 15 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. The provider is still registered with Ofsted.

Actions needed by 11 April 2022:

implement effective systems to ensure that practitioners, and any other person who may have regular contact with children (including those living or working on the premises), are suitable, for example, by obtaining references and also considering any relevant information from other professionals and agencies.

ensure that records are easily accessible and available for inspection.

On 27 April 2022 we visited the provider to monitor the actions taken to comply with the notice. The provider refused Ofsted entry to the provision, even after we fully explained our powers under the Childcare Act 2006 to enter at any reasonable time, premises on which childminding, or day care is provided. Therefore, we still have not had confirmation that the provider is complying with the legal requirements.

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

On 13 June 2022 we carried out a regulatory visit. We found that the provider had improved their recruitment processes for new staff. They take out all the necessary checks, such as references, and consider any relevant information from other professionals and agencies to make sure that a new member of staff is suitable to work with children. They have made

sure that any documentation is available for inspection at any time.

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](#).