

Complaint about childcare provision

Ref: EY424000/5209670

Date: 10 August 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 14 and 20 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 5 August 2022, we carried out a regulatory visit. Although the manager of the setting was not present, 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 7 September 2022:

- demonstrate evidence of enhanced criminal records checks for all members of staff
- demonstrate evidence of the staff qualifications and vetting processes which have been completed for all childcare practitioners
- ensure a full record is maintained of children's attendance at the setting, including their full names
- demonstrate evidence of robust recruitment. This should include means to show effective systems for ensuring the suitability of practitioners, such as references and interview records
- demonstrate staff's ongoing professional development and qualifications held
- ensure management and staff are able to demonstrate an adequate understanding of the action to be taken in the event of any allegations being made against a member of staff
- ensure there is a named deputy who is able to take charge in the manager's absence and undertake the role fully
- implement the procedures when allegations of harm are made against staff

- ensure the designated safeguarding lead for the setting has undertaken appropriate training as identified by the local authority. This includes those who assume the role of the deputy manager in their absence.

On 8 September 2022, we revisited the setting. We found the provider had taken steps to meet the actions of the welfare requirements notice. They had ensured the required documentation was now in place to demonstrate that robust recruitment was taking place, that ongoing professional development was being supported and attendance records were maintained and accurate. There is now a named deputy in place. Management demonstrated a sufficient understanding of the allegations process.

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](#).