

Complaint about childcare provision

Ref: 2529739/5221068

Date: 26 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-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 1 July 2022, we received concerns that the provider was not meeting some of these requirements relating to the care of children. On 24 June 2022, we received a notification from the provider about a complaint made about the care provided to children.

On, 18 August 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 below within the timescales set out.

Action needed by 9 September 2022:

- improve the recruitment process in place to ensure that all necessary vetting processes are completed promptly so that staff suitability can be fully assured
- take steps to ensure that those staff whose suitability has not been fully assured are never left unsupervised with children
- maintain an accurate daily record of the children being cared for on the premises and their hours of attendance.

On 14 September 2022, we received a response from the provider confirming the action taken to meet the requirements. The provider confirmed the improvements made to the recruitment and vetting processes so that staff suitability can be fully assured. There are

now clear risk assessments in place to ensure that any staff whose suitability has not been fully assured are never left alone with children. All staff have received training to make sure that they are clear about their responsibilities to maintain accurate records of children's attendance. We are satisfied that the provider has taken appropriate steps to meet the requirements. The provider will be able to give parents further information about this. 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](#).