

Complaint about childcare provision

Ref: 2511259/5232706

Date: 30 September 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 15 August 2022, we received a concern that the provider was not meeting some of these requirements. On 28 September 2022, we completed an unannounced visit to the setting. During that 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 7 October 2022:

take action to prevent unauthorised persons entering the premises

train all staff to understand the safeguarding policy and procedure including the use of mobile telephones and cameras in the setting

implement a robust induction for all staff, to help them understand and implement their role and responsibilities effectively

put in place effective arrangements for the supervision of staff, provide coaching and training to promote the safety and well-being of children

display (or make available to parents) staff paediatric first aid (PFA) certificates or a list of staff who have a current PFA certificate

ensure that confidential information and records about staff and children are kept secure and only accessible and available to those who have a right or professional need to see them.

The provider has responded to the notice and Ofsted are satisfied with the action taken.

The provider has decided to resign their resignation and Ofsted have accepted.

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](#).