

## **Complaint about childcare provision**

Ref: 2591834/5289074

Date: 23 November 2022

### **Summary of outcome**

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 28 October 2022, we received concerns that this provider was not meeting some of these requirements. On 22 November 2022, we carried out an unannounced regulatory visit. Following this visit, we issued a Notice to Improve to the provider. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 29 November 2022:

train all staff to understand their safeguarding policy and procedures, so that all staff know the procedures to follow and the agencies to contact if they have concerns about an adult

do not allow people, whose suitability has not been checked, including through a criminal records check, to have unsupervised contact with children being cared for

keep a record of information of staff qualifications and the identity checks and vetting processes that have been completed, including the criminal records check reference number, the date a check was obtained and details of who obtained it, and ensure it is available for those who have a right or professional need to see it

ensure that their premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and the activities provided on the premises

ensure that they take all reasonable steps to ensure staff and children in their care are not exposed to risks and demonstrate how they are managing risks

make sure confidential information and records about staff and children are held securely and accessible and available to those who have a right or professional need to see them

keep a record of the name, home address and telephone number of any person living or employed on the premises, including students who are taking part in work placements, and ensure this information is available to those who have a right or professional need to see it

keep a written record of any complaints, and their outcome.

## **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](#).