

## **Complaint about childcare provision**

Ref: 2613624/5299128

Date: 15 November 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](http://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 9 November 2022, we received concerns that the provider was not meeting some of these requirements. On 9 November and 10 November 2022 we carried out regulatory telephone calls. We found that the provider was not meeting some of the requirements and we 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 24 November 2022:

- ensure that the person left in charge of the setting holds the necessary skills and knowledge to deputise in the manager's absence
- ensure that anyone aged under 17 working directly with children is supervised at all times
- ensure that all staff and volunteers understand the safeguarding policy and procedures and have an up-to-date knowledge of safeguarding issues
- implement robust vetting processes to ensure that any person aged 16 and over, who may have regular contact with children are suitable, this includes obtaining an enhanced criminal records check in respect of every person who works directly with children
- ensure that all those working with children have appropriate induction training and a clear understanding of their roles and responsibilities
- ensure that at least one person who has a current paediatric first aid certificate is on the premises and available at all times when children are present
- provide those left in charge of children with sufficient information to enable them to ensure that children are only released into the care of authorised individuals
- implement effective risk assessments, especially in the event of unplanned staff

absences, to ensure that children, and those working with them, are not exposed to risks

- ensure that those working with children have access to all necessary records and information about children to ensure the safe and efficient management of the setting
- keep a daily record of the names of all children being cared for on the premises and their hours of attendance
- improve knowledge and understanding around what must be notified to Ofsted, including significant events.

The provider subsequently took appropriate action with regard to all matters set out above. 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](#).