

Complaint about childcare provision

Ref: EY555046/5285311

Date: 22 December 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 29 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 7 December 2022, we carried out a regulatory 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. The provider is still registered with Ofsted.

Actions needed by 16 December 2022: (include bullet points as shown in the example below)

- implement robust recruitment procedures to ensure that staff working with children are deemed suitable
- maintain a record of the identity checks and vetting processes that have been completed for all staff, including the criminal records check reference number, the date a check was obtained and details of who obtained it
- ensure that the lead practitioners for safeguarding attend a child protection training course, taking account of any advice from the local safeguarding partners or local authority on appropriate training courses
- ensure leaders and staff have a robust knowledge and understanding of safeguarding policies and procedures, with particular regard to the procedures to follow in the event of allegations against staff.

On 21 December 2022, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at the last visit. We found that recruitment procedures had been improved to ensure that staff working with children are deemed suitable. The provider maintains a record of the identity checks and vetting processes that have been completed for all staff, including the criminal records check

reference number, the date a check was obtained and details of who obtained it. Lead practitioners for safeguarding have attended appropriate child protection training courses. Leaders and staff have a sound understanding of safeguarding and know the procedures to follow in the event of concerns about children or in the event of allegations against staff.

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](#).