

Complaint about childcare provision

Ref: 2565533/5464984

Date: 23 June 2023

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 13 June 2023, we received concerns that the provider was not meeting some of these requirements.

On 16 June 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of these requirements. We have issued actions for the provider to take.

Actions needed by 28 June 2023:

- ensure robust procedures for safe recruitment are followed including making sure that identity checks and vetting processes are completed for all staff, this must include obtaining a DBS check
- ensure those persons not vetted for their suitability to work with children do not have unsupervised contact to children.

On 26 June 2023, the provider the provider responded to the action set. We found that the provider had attended appropriate training to secure knowledge of robust procedures for the safe recruitment of staff. Relevant policies and procedures had subsequently been amended to reflect the actions that must be taken in relation to obtaining appropriate checks. The updated procedures were shared with the management committee to ensure arrangements for vetting are understood by all. The provider had taken steps to understand and ensure that only persons who are suitability vetted can have unsupervised contact to children. The provider will be able to give parents further information about this. The provider remains 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](#).