

## **Complaint about childcare provision**

Ref: EY545947/5457394

Date: 10 July 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](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 12 May 2023, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event which may be likely to affect the suitability of a person who cares for children on the premises.

On 2 June 2023, we received concerns that the provider was not meeting some of the legal requirements.

On 13 June 2023, we carried out a regulatory telephone call. 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 27 June 2023.

- ensure safer recruitment procedures are followed with regard to undertaking staff suitability checks and ensure the necessary information is provided to Ofsted to undertake required suitability checks on committee members
- ensure appropriate procedures are followed with regard to the duty to make a referral to the Disclosure and Barring Service if a former member of staff may have put children at risk

- ensure there is a named deputy who is capable and qualified to take charge in the manager's absence.

We will monitor the provider's response to ensure the actions are successfully completed.

On 29 June 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions. We found that the provider was not providing care so we were unable to monitor if the provider had met the actions.

On 7 July 2023, the provider notified us of their wish to resign their registration. They are no longer a registered childcare provider.

### **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](#).