

Complaint about childcare provision

Ref: 2663422/5407521

Date: 8 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 27 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 5 June 2023, we conducted an unannounced regulatory visit to the provider. We found they were not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 19 June 2023:

- ensure a record of the information relating to the checks completed to assess the suitability of staff working with children is available for inspection
- ensure that all staff have a secure knowledge and understanding of their role when implementing safeguarding procedures, including the recording and sharing of information with other professionals in a timely manner
- implement effective supervision arrangements to provide continuous improvement and enable confidential discussions of sensitive issues to monitor the effectiveness of the provision
- demonstrate that at least one person working on the premises has a current paediatric first aid certificate

- review and update the safeguarding policy and procedure, ensuring they are in line with the guidance and procedures of the relevant local safeguarding partners, including the steps to take where there are allegations against staff or the provider.

We will monitor the provider's response to ensure the actions are successfully completed. The provider has submitted their response to the actions raised. Safeguarding procedures have been improved along with their recruitment procedures and staff supervision. The provider demonstrated that at least one person on site has a paediatric first aid qualification. Therefore, we are satisfied the provider has taken appropriate action.

The provider has closed this provision and resigned their registration, which Ofsted have accepted.

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](#).