

Complaint about childcare provision

Ref: 2634523/5458647

Date: 9 August 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 7 June we received concerns that the provider was not meeting some of these requirements.

On 4 July 2023, we carried out an inspection and found the provider was not meeting some of these requirements. Following the inspection, 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 19 July 2023:

- ensure staff understand who the DSL is and that all staff understands their role and responsibilities to safeguard children
- ensure the safeguarding policy is understood and implemented by staff, including mobile phone use and what to do if an allegation is made against a member of staff
- demonstrate staff have undergone robust recruitment checks to be left in sole charge of children
- ensure at least one person has current first aid when taking children on outings
- ensure there is at least one level 3 qualified member of staff, and half of all other staff are qualified to level 2, on site at all times when early years aged children are in attendance
- take all necessary steps to prevent unauthorised persons from entering the premises by ensuring the premises are secure
- ensure risk assessments are understood and implemented, including the safe storage of medication
- demonstrate that vehicles in which children are transported and the driver of those

vehicles, are adequately insured

- ensure required documentation and records are easily accessible and available for inspection.

On 25 July 2023, we visited the provider and found they had responded to the actions set. We found that they have increased and reviewed the arrangements to ensure children's safety. This included ensuring staff with appropriate paediatric first aid transport children, ensuring medication is stored safely, and taking appropriate steps to ensure the premises are secure. They have reviewed their safeguarding policy and improved their knowledge and understanding of child protection procedures.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).