

Complaint about childcare provision

Ref: EY539174/5546637

Date: 20 October 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 28 September 2023, we received concerns that the provider was not meeting some of the requirements.

On 10 October 2023, 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.

Actions needed by 17 October 2023:

- 1) take action to ensure all staff have an enhanced criminal record and barred list check
- 2) take steps to ensure people whose suitability has not been checked, including through a criminal records check, do not have unsupervised contact with children being cared for
- 3) maintain accurate records of staff recruitment and vetting processes, including criminal records check reference numbers, the date the check was obtained and details of who obtained it
- 4) implement effective supervision arrangements of all staff, including the managers, to provide support, coaching and training and improve their understanding of their roles and responsibilities.

On 18 October 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 raised.

We found that the provider had taken action to obtain an enhanced criminal record and barred list check for any members of staff who do not yet have these in place. Systems have been put in place to ensure that any staff without checks are not left unsupervised with children. The provider has taken steps to put a more robust system in place for applying for and checking criminal record checks. Arrangements for staff supervision have been

improved. There is now a regular schedule for staff supervision meetings in place and the provider has taken steps to improve the effectiveness of these meetings. The provider has improved their approach to staff training and put systems in place to check staff understanding of training they receive.

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](#).