

Complaint about childcare provision

Ref: EY363489/5392770

Date: 6 May 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 8 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 5 April 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.

Actions needed by 27 April 2023:

- implement a safeguarding policy and procedures, in line with the guidance and procedures of the relevant local safeguarding partners (LSP) with particular regard to a consistent and thorough process of safe recruitment
- ensure that people looking after children are suitable to fulfil the requirements of their roles and that there are effective systems in place to ensure that any person working or who may have regular contact with children, are suitable
- ensure all practitioners have appropriate qualifications, training, skills, knowledge, and a clear understanding of their roles and responsibilities and have received effective comprehensive induction training
- ensure that when children are left in the sole care of childminders' assistants that this does not exceed two hours at most in a single day with permission from parents and/or carers.

The provider will be able to give parents further information about this.

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](#).