

Complaint about childcare provision

Ref: 2712902/5458649

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 that the Designated Safeguarding Lead (DSL) understands their role and responsibilities and ensure the safeguarding policy is understood and implemented by all staff, including the process to follow if an allegation is made against a member of staff and who to report their concerns to
- demonstrate staff have undergone robust recruitment checks to be left in sole charge of children
- ensure that there is a designated first aider on the premises at all times including when transporting children in vehicles and on outings
- ensure there is at least one level 3 qualified member of staff on site at all times when children in the early years age range are attending
- ensure effective risk assessments are in place, with particular regard to space requirements and the outdoor area
- 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, the provider responded to the action/s set. We found that they have ensured all staff have had recent safeguarding training. They have reviewed their safeguarding policy and improved their knowledge and understanding of child protection procedures. Supervision arrangements have been strengthened to ensure all staff have the skills to fulfil their role and a clear understanding of their roles and responsibilities. The provider was able to demonstrate staff recruitment checks, vetting and ongoing suitability. They have reviewed their staff deployment to ensure that there is a designated first aider on site at all times. They have ensured staff have attended paediatric first aid training. They have reviewed their staffing to ensure there is a qualified member of staff on site at all times when children in the early years age range are present. They have also identified further staff to become level 3 qualified. Leaders and managers have also reviewed their risk assessments and reorganised the environment to ensure there is adequate space for children. They demonstrated valid insurance documents to show vehicles that children are transported in are appropriately insured.

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](#).