

## **Complaint about childcare provision**

Ref: EY219668/4839097

Date: 13 August 2021

### **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](http://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 14 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 11 August 2021, 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 31 August 2021:

- implement effective and robust recruitment procedures to assess staff's suitability and ensure all adults looking after children are suitable to fulfil the requirements of their role, including adults whose suitability has not yet been checked
  
- make sure all staff have appropriate induction to help them have a clear understanding of their roles and responsibilities
  
- take steps to ensure all areas of the premises are secure at all times, to prevent unauthorised access

- implement a rigorous system for risk assessment to ensure the safety of all children and identify, remove, or minimise, all risks and hazards to children's health and safety
- take steps to ensure that documents that need to be in place for children with additional needs are reviewed and kept up to date regularly, so they receive precise and targeted support which includes strategies suggested from other professionals
- maintain information and records that can be shared with other professionals and parents where appropriate to ensure effective and safe management of the setting.

On 1 September 2021, the provider responded to the actions set. We found that the provider has improved the recruitment procedures and has taken steps to ensure suitability checks of individuals who work directly with children are conducted in a timely way. The provider has improved processes in relation to risk assessment to ensure that children are kept safe. The provider has also taken steps to ensure that children with SEN/D have up to date targeted plans in place to meet their individual needs. 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](#).