

Complaint about childcare provision

Ref: EY474449/4924162

Date: 15 October 2021

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation, 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 23 August 2021, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate, and we issued a welfare requirements notice. The inspection report sets out the actions the provider was required to take.

On 30 September 2021, we received further concerns that the provider was not meeting some of these requirements.

On 1 October 2021, we carried out a regulatory visit to monitor the provider's compliance with the welfare requirements notice and their compliance with the requirements of the early years foundation stage. We found the provider had met some of the safeguarding and welfare actions but not others.

The provider has taken appropriate steps to improve hygiene practices at the setting and to minimise the risk of cross contamination. They have improved processes to keep parents informed of the staffing at the setting.

We have served a welfare requirements notice in relation to the actions the provider has not met. 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 15 November 2021:

- ensure that supervision is effective; to support staff welfare; to address any practice issues at an early stage; and to support them to work well together as a team to promote the interests of children in their care
- ensure that staff induction and training are effective to support the delivery of high-quality learning and development experiences for children and to help all staff to have a clear understanding of their roles and responsibilities

- ensure that staffing arrangements are effective to meet children's needs and to keep them well and safe
- ensure that the keyperson system is effective to provide consistent opportunities for children to build positive relationships with adults caring for them.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).