

Complaint about childcare provision

Ref: EY454735/4904513

Date: 27 October 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 24 September 2021, we received concerns that the provider was not meeting some of these requirements.

On 30 September 2021, we carried out an unannounced 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 15 October 2021:

- ensure all staff understand the safeguarding policy and procedures and have up to date knowledge of safeguarding issues so they are able to identify signs and symptoms that a child may be at risk of harm
- ensure that appropriate arrangements are in place to manage risk to children, particularly during activities provided for mixed age groups
- ensure there is a named deputy who has the appropriate skills and knowledge to fulfil the role in the manager's absence.

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

On 26 October 2021, we carried out an unannounced regulatory visit to monitor the actions. We found that the provider had reviewed the management structure to ensure a manager or deputy are always onsite with the relevant skills and knowledge. The provider has supported staff with safeguarding training which has had a positive impact on their knowledge. Staff know signs a child could be at risk of harm and how to escalate concerns if required. Staff have a good understanding of managing risk and risk assessments for certain activities have been updated. For example, when mixed ages of children use the large hall. 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](#).