

## **Complaint about childcare provision**

Ref: EY375779/4927186

Date: 20 October 2021

### **Summary of outcome**

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 18 October 2021, we received concerns that the provider was not meeting some of these requirements. On 19 October 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 2 November 2021:

- implement effective systems to ensure that staff who have regular contact with children are suitable, including the recording of information about the vetting process
- put in place appropriate arrangements for the supervision of staff that provides effective support, coaching and training
- ensure that at least half of other staff, excluding the manager, hold at least an approved level 2 qualification
- ensure that there is at least one member of staff working with the under two-year-olds that holds an approved level 3 qualification, is suitably experienced in working with this age group and that at least half of all other staff, hold an approved level 2 qualification
- ensure that sleeping children are frequently checked to ensure that they are safe
- ensure that risk assessments are effective in identifying aspects of the environment that need to be checked on a regular basis and how these risks will be removed or minimised, particularly regarding the outdoor decking area.

We monitored the welfare requirements notice on 3 November 2021 through conducting a regulatory visit. We found that the provider had improved their knowledge and understanding of safer recruitment procedures and had in place appropriate systems for induction and supervision of staff. The provider had ensured that she was meeting the requirements relating to staff qualifications and ratios. The risk assessment of the covered outdoor area had been completed and appropriate action taken to remove hazards. We also found that the provider had reintroduced their system for monitoring children while they sleep. 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](#).