

Complaint about childcare provision

Ref: 2497017/4921360

Date: 3 February 2022

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 9 October 2021 and 25 November 2021, we received concerns that the provider was not meeting some of these requirements.

On 7 January 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take below within the timescales set out below.

Actions needed by 31 January 2022:

- ensure that all staff understand the safeguarding policy and procedure and up to date knowledge of safeguarding issues
- review the induction process for new staff so that it is effective in ensuring that they have a clear understanding of emergency evacuation procedures
- ensure that staffing arrangements meet the needs of the children with particular regard to considering the necessity and timing of moving children into different rooms to their base room for short periods of time
- maintain a clear and accurate record of the names of the children being cared for on the premises each day, their hours of attendance and staff caring for those children.

On 1 February 2022, we received a written response from the provider confirming that they have undertaken a staff meeting where safeguarding matters and knowledge was discussed, along with ongoing coaching to clarify understanding of the process they must follow if they have concerns about a child. In addition, further fire drills have taken place to ensure that all new staff are aware of the process which must be followed in the event of a fire. They confirmed that ongoing steps are in place to make sure that staffing and activities available to children meet their individual needs. They also confirmed that management are undertaking regular checks to make sure that staff maintain an accurate and up to date record of children's attendance. We are satisfied that the provider has taken appropriate action. The provider will be able to give parents further information about this. 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](#).