

## **Complaint about childcare provision**

Ref: EY219613/5153011

Date: 4 August 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](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 5 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 5 July 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 22 July 2022:

- implement effective systems to ensure that practitioners, and any other person who may have regular contact with children (including those living or working on the premises), are suitable, in this instance by following safer recruitment and vetting procedures
- ensure that your safeguarding children policy, and procedures is in line with the guidance and procedures of the relevant local safeguarding partners (LSP)
- ensure that all staff understand the policies and procedures of the setting, including safeguarding children procedures and the role of the local authority designated officer (LADO)
- assess possible risks regarding the extended outdoor play area and ensure the boundary is secure and substantial enough to prevent children leaving

The provider responded to the notice to say that they will ensure effective recruitment and vetting procedures are implemented for all staff, including casual staff members. The provider's safeguarding children policy and procedures has been updated and shared with staff. Staff have also been reminded about the role of the LADO. The provider has produced a risk assessment showing how possible risks from the boundary fence in the outdoor play area will be continually assessed and eliminated to ensure children's safety.

We are satisfied with the provider's response.

### **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](#).