

Complaint about childcare provision

Ref: 2577302/5155073

Date: 24 July 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 5 May 2022, the provider notified us about a complaint received by the setting which raised an allegation against staff. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any allegations of harm. On 9 May 2022 and 20 June 2022, we also received concerns that the provider was not meeting some of these requirements.

On 22 June 2022, we carried out a regulatory telephone call. On 20 July 2022, 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. The provider is still registered with Ofsted.

Actions needed by 5 August 2022:

- improve security of the premises to prevent unauthorised persons entering or children leaving unsupervised
- provide all staff with support to undertake training and professional development opportunities to ensure that they understand and can fulfil all aspects of their role and responsibilities
- improve the two-way flow of information with parents and carers to ensure that staff are confident and able to provide clear and accurate information about their child's care
- ensure that all required information and records are maintained, and that they are clear, accurate and sufficiently detailed.

On 9 August 2022, we carried out a regulatory visit. We found the provider had met the safeguarding and welfare actions. Security of the premises has been improved. during busy arrival and departure times a manager is based in the entrance area. At other times staff monitor the door and check people arriving.

Training has been provided to all staff to improve their communication skills and build their confidence and improve interactions with parents and carers. A review of recording practice has focused on the accuracy and level of detail in record keeping.

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](#).