

Complaint about childcare provision

Ref: EY307672/5254854

Date: 23 September 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 13 September 2022, we received a concern that the provider was not meeting some of these requirements. On the same day we received a notification from the provider, about the same issue. This means the provider met their legal duty to notify Ofsted of a significant event within the prescribed timescales.

On 14 September 2022, we completed an unannounced visit to the setting. During that 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.

Action needed by 3 October 2022 is to:

implement effective systems to obtain sufficient information about each family to enable staff to be alert to any issues of concerns in the child's life at home, or elsewhere

implement effective recruitment procedures to check that people looking after children are suitable to fulfil the requirements of their roles

improve knowledge and understanding of the Disqualification Act 2006, ensuring that it is part of safer recruitment procedures

implement a key person system, which enables staff to support children and their families during the settling in process and throughout their time at the setting

ensure there is a named deputy who is capable and qualified to take charge in the manager's absence

provide staffing arrangements that meet the needs of all children, ensure their safety, and inform parents of those arrangements

ensure that the premises, including overall floor space and outdoor spaces, are fit for purpose and suitable for the age of children cared for and the activities provided

take all reasonable steps to ensure staff and children in their care are not exposed to risks and demonstrate how the risks will be removed or minimised

ensure all records are easily accessible and available for inspection.

The provider has responded to the notice issued. They will no longer operate the out of school service. The staff will now be available to work in the pre-school. A new member of staff has been recruited . The provider has checked that all necessary checks are in place for anyone working with children. The staff have been retrained on risk assessments, and partnerships with parents are being developed. The key person system has been reviewed, to ensure that staff are fully aware of the families they work with. The outdoor area has been refreshed and some of the larger equipment removed. The documentation has been audited by the provider, to ensure that information is available for inspection. The provider continues to monitor staff practice in order to develop the service provided. Ofsted are satisfied with the action taken.

The provider remains 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](#).