

## **Complaint about childcare provision**

Ref: EY290564/5237732

Date: 22 November 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 26 and 29 September 2022, we received a complaint which raised concerns about concerns about the mobile phone policy in place and adherence to this policy, recruitment and vetting procedures in place and how leaders ensure that staff whose suitability has not been checked are not left unsupervised with children, concerns about how well staff understand their roles and responsibilities and have the training and skills to undertake the job, concerns about the systems in place for the monitoring and supervision of staff, how well staff feel supported and staff behaviour and attitudes in front of children, concerns about how the ratio and qualification requirements are met and the supervision of children, concerns about the logging and reporting of accidents, concerns about the confidentiality of records and information, concerns about communication with parents, concerns about staff interactions with children and the range of resources and activities set up to support children's learning, and concerns about hygiene and cleanliness of the premises, resources and equipment.

On 29 September 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We found that the systems in place to ensure the hygiene and cleanliness of the environment were not fully effective in ensuring children's health and well-being are promoted. We also found that leaders were did not have a clear understanding of the process to be followed in the event of an allegation being made against a member of staff in line with the local safeguarding partnership procedures.

We issued actions for the provider to take below within the timescales set out.

Action needed by 21 October 2022:

Ensure that leaders improve knowledge and understanding of the process to be followed in the event of an allegation against a staff member in line with the guidance and procedures of the local safeguarding partnership.

Ensure that risk assessments identify aspects of the environment which need to be checked on a regular basis and take steps to minimise risks and hazards to children's health.

On Tuesday 22 November 2022, we carried out a regulatory telephone call with the provider to confirm what action they had taken to meet the requirements. We were satisfied that the provider has made sure that all leaders have an improved understanding of procedures to follow in the event of an allegation against a member of staff. All staff and committee members have also undertaken online safeguarding training. The provider has taken steps to ensure that risk assessments are robust so that all hazards and risks to children's health are minimised and removed. Checks of the premises are now undertaken regularly throughout the day.

We are satisfied that the provider has taken appropriate action to meet the requirements. 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](#).