

Complaint about childcare provision

Ref: EY557921/5257249

Date: 11 October 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 15 September 2022, we received concerns that the provider was not meeting some of these requirements. On 7 October 2022, we carried out a regulatory visit. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We also 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.

Actions needed by 21 October 2022:

- ensure that staff have a suitable understanding of the role of the Local Authority Designated Officer and the action to take if there are concerns about suitability of staff

- ensure that staff have a suitable understanding of what may impact on a child's welfare and how to take appropriate and timely action to follow up any concerns

- implement effective procedures to ensure that staff who have not received all suitability checks do not have any unsupervised access to children to keep them safe

- ensure that staff are deployed effectively to meet the needs of children at all times

- implement effective supervision arrangements to develop their staff practice and ensure that staff can share concerns to help them fulfil their roles and responsibilities

- implement effective risk assessment to ensure that all risks are identified and minimised to keep children safe.

On 8 November 2022, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised. We found that the provider had not met all of the actions set out in the welfare requirement notice. We served another welfare requirement notice. This is a legal notice that requires the provider to take action by 22 November 2022.

- implement effective procedures to ensure that staff who have not received all suitability checks do not have any unsupervised access to children to keep them safe

- ensure that staff are deployed effectively to meet the needs of children at all times

- implement effective risk assessment to ensure that all risks are identified and minimised to keep children safe.

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](#).