

## **Complaint about childcare provision**

Ref: 2679082/5282341

Date: 15 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](https://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 the 19 October 2022, we received concerns that the provider was not meeting some of the requirements.

On the 21 October 2022, we carried out a regulatory telephone call. 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.

Actions needed by 4 November 2022:

- implement measures to ensure children are effectively safeguarded and promote their good health when accessing public places
- improve knowledge in safer recruitment processes to ensure additional checks for individuals that have resided overseas are in place
- take action to follow up planning permission application decisions to ensure the premises

meets requirements to be fit for purpose and are suitable

- implement robust risk assessments when on daily outings to minimise the risk of harm to children, ensure all risks and hazards to children's safety are identified, removed or minimised
- ensure accurate information is shared with parents regarding staffing in the setting
- ensure you notify Ofsted and provide up to date information about operational changes that may affect the suitability of the provision.

On 14 November 2022, we found the provider had met some of the safeguarding and welfare actions but not others. Improvements have been made in risk assessment practice to ensure children are effectively safeguarded when attending daily outings. The provider has taken steps to ensure parents receive accurate information about the staff and information about the nursery. The provider now ensures notifications to Ofsted happen in a timely manner.

Additionally, during the regulatory visit we found new areas of concern. This means that the provider was not meeting other requirements as set out in the statutory framework for the early years foundation stage.

In relation to the new areas of concern, on the 14 November 2022, we have served a welfare requirement 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 8 December 2022:

- take action to ensure all staff understand the setting safeguarding procedures, including having up to date knowledge of safeguarding issues and know how to respond to any

child protection concerns in an appropriate and timely manner

- implement safer recruitment processes and record all details of vetting checks undertaken to assure individuals are suitable to have access to children and families
- take action to follow up planning permission application decisions to ensure the premises meets requirements to be fit for purpose and are suitable.

On 9 December 2022, we found the provider had met the safeguarding and welfare actions. Improvements have been made in staff having secure safeguarding knowledge, there is also robust safer recruitment processes in place. We are satisfied the providers has taken the necessary steps to meet the requirements as set out in the statutory framework for the early years foundation stage.

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](#).