

Complaint about childcare provision

Ref: EY272250/5234432

Date: 20 December 2022

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 16 August 2022, we received concerns that the provider was not meeting some of these requirements.

On 14 October 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We 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 4 November 2022:

- record information about staff qualifications and the identity checks and vetting processes that have been completed, including the Disclosure and Barring Service (DBS) check number, the date a check was obtained and details of who obtained it
- ensure that the manager holds an approved level 3 qualification or above as defined by the Department for Education
- comply with requirements of health and safety legislation including the control of substances hazardous to health regulations (COSHH)
- maintain suitable hygienic changing facilities for changing any children who are in nappies
- ensure staff and children are not exposed to risks
- update the written procedure for dealing with concerns and complaints from parents and/or carers, and keep a written record of any complaints, and their outcome.

On 7 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 at their last visit. We found the provider had met some of the safeguarding and welfare actions but not others. The provider had updated the details in the complaints procedure and started to create a clearer record of the staff suitability checks that had been completed. New mats were available for changing any children who are in nappies.

We served another welfare requirements notice.

Actions needed by 21 November 2022:

- record information about staff qualifications and the identity checks and vetting processes that have been completed, including the Disclosure and Barring Service (DBS) check number, the date a check was obtained and details of who obtained it
- ensure that the manager holds an approved level 3 qualification or above as defined by the Department for Education
- comply with requirements of health and safety legislation including the control of substances hazardous to health regulations (COSHH)
- ensure staff and children are not exposed to risks.

On 2 December 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 at their last visit. We found that the provider has a clear record of information about staff qualifications and the identity checks and vetting processes that have been completed. Two new managers who hold an approved level 3 qualification or above have been appointed. Risk assessment procedures have been improved and staff briefed on them. Action has been taken to remove hazards and to store substances, such as cleaning fluids and nappy creams away from areas used by children. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).