

Complaint about childcare provision

Ref: EY535563/5342555

Date: 7 February 2023

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 6 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 9 January 2023, we carried out a regulatory visit. 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.

The provider will be able to give parents further information about this.

The provider is still registered with Ofsted.

Actions needed by 25 January 2023:

- ensure the mobile phone policy is implemented effectively
- ensure effective oversight of health and safety practices so that policies and procedures are always followed to promote the safety and wellbeing of staff and children
- ensure all information is readily available and accessible.

On 1 February 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities.

The provider has introduced a new mobile phone policy and phones are now stored securely in the office and staff sign their devices in and out. Regular checks are completed to ensure that this is implemented effectively.

The provider has introduced improvements to the health and safety practices. Regular fire drills are taking place, new procedures have been put in place for the safe sleeping of babies and new stair gates purchased to separate the rooms. In

addition, regular meetings are held with staff to discuss their well-being and policies shared so that they are aware of their roles and responsibilities.

The provider has re-organised the filing system to ensure that information is readily available.

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](#).