

Complaint about childcare provision

Ref: EY299365/5362199

Date: 23 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 27 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 3 February 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.

Actions needed by 16 February 2023:

- ensure the nursery premises and equipment are fit for purpose and suitable for children being cared for, while complying with the requirements of the health and safety legislation
- provide suitable hygienic toilets and changing facilities for children in nappies
- take reasonable steps to ensure children are not exposed to any unnecessary risks in the nursery environment, and undertake regular checks to identify and remove any hazards immediately
- ensure that the designated safeguarding lead understands and follows the procedures following an allegation made against a member of staff
- ensure that all staff including the designated safeguarding lead understands and follows the procedures in place for child protection and safeguarding
- ensure that leaders implement the complaints procedure and act on concerns raised by parents
- ensure that the manager and leadership team have the appropriate, support and coaching to help them to understand and meet their roles and responsibilities

- ensure that all staff receive induction training to help them to understand their roles and responsibilities
- Provide appropriate support for children who have special educational needs and/or disabilities (SEND).

On 22 February 2023, 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 the last regulatory visit.

We found that the provider had taken action to ensure that the premises and equipment are clean and safe for children, risk assessments have been improved and staff have improved their knowledge and understanding of child protection procedures and now fully understand their responsibilities. Managers understand the procedures to act on complaints and allegations, and staff have support and training.

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](#).