

## **Complaint about childcare provision**

Ref: 2560321/5371253

Date: 6 March 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](http://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 9 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 10 February 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We found that there was an occasion when a child had re-entered the nursery building as the remainder of the group left to go on a forest school outing. The child was found within a short period of time by a member of staff who was in the building. We also found that the provider had not devised and implemented a safe and effective mobile phone policy.

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 24 February 2023:

- take all reasonable steps to ensure that children are not exposed to risks, with particular regard to making sure staff implement safe and effective procedures when taking children from one room or area to another
- ensure that staff provide appropriate supervision for children to ensure they are not able to leave rooms or areas unnoticed by staff
- devise and implement an effective policy for the safe use of mobile phones and cameras.

On 27 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 visit.

We found that the provider has not taken sufficient steps to meet the actions in the welfare requirements notice. Risk assessment is not effective. Children are at risk from hot radiators, trapping fingers in doors and hanging wires. The provider has not devised and implemented

an effective and safe mobile phone policy.

The provider has not met the actions. We have therefore served a further 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 8 March 2023:

- ensure leaders and staff have a robust knowledge and understanding of risk assessment to effectively identify risks and hazards
- take all reasonable steps to ensure that children are kept safe and are not exposed to risks to their safety
- devise and implement an effective policy for the safe use of mobile phones and cameras.

On 13 March 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 visit.

We found that the provider has ensured all leaders and staff have developed their knowledge and understanding of risk assessment. Risk assessment is now sound and areas where children play are safe. The provider has devised and implemented a policy for the safe use of mobile phones and cameras.

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](#).