

Complaint about childcare provision

Ref: 2652430/5280975

Date: 28 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 5 October 2022 we received concerns that the provider was not meeting some of these requirements. We received further concerns and notifications from the provider up to 13 December 2022.

On 21 and 26 October we carried out an inspection. And found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 14 November 2022 we carried out a regulatory visit. We found that the provider had made some progress to address the actions raised following the inspection.

On 7 December 2022 the provider notified us of a further significant event. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of significant events.

On 11 January 2023 we carried out a regulatory telephone call. We found the provider had taken action to improve the safety within the baby room following an incident. This includes providing staff with further training regarding effective supervision and reviewing the risk assessment arrangements to support children's safety. We are satisfied with the action taken by the provider in relation to this incident and therefore no further action is required to be taken by us.

On 8 March 2023 we completed a further interview with the provider regarding the initial concerns that had been raised. We found the provider was not meeting some of the requirements. We have raised an action for the provider to take to ensure they meet the requirements for registration.

Action needed by 31 March 2023:

- improve recruitment processes to ensure sufficient information is gained to make robust

suitability decisions for all adults working on the premises.

On 31 March 2023, the provider responded to the action set. We are satisfied with the action taken by the provider to ensure robust recruitment processes are implemented. The provider will be able to give parents further information about this. 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](#).