

Complaint about childcare provision

Ref: EY542529/5422915

Date: 12 May 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 20 April 2023, we received concerns that the provider was not meeting some of these requirements.

On 21 April 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 28 April 2023:

- implement effective risk assessments to ensure that any risks to children's health or safety are identified and action is taken in a timely way to reduce or remove risks to keep children safe
- improve all staff's knowledge and understanding of how to carry out effective risk assessments in order to keep children safe
- ensure that all areas of the premises and equipment used by children are safe and fit for purpose
- ensure that all areas of the premises are clean and hygienic to promote children's health and safety
- make sure that nappy changing facilities are clean, hygienic and in good condition to ensure children's good health
- ensure that indoor space requirements are met at all times to keep children safe
- provide all staff with effective supervision, coaching and training opportunities that supports them to understand and fulfil their roles and responsibilities.

We will monitor the provider's response to ensure the actions are successfully completed.

On 4 May 2023, we carried out a further regulatory visit. We found that the provider had improved their risk assessment process and staff now understand how to carry out effective risk assessments. All areas of the premises and equipment were observed to be safe, clean and fit for purpose. Indoor space requirements were being adhered to. Staff are now receiving training and support to fully understand their role and responsibilities.

On 15 May 2023, we received further concerns that the provider was not meeting some of these requirements.

On 24 May 2023, we carried a further 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 15 June 2023:

- ensure that those designated to take the lead in safeguarding have a secure knowledge of the local procedures to follow when there are concerns about a child's welfare
- ensure that all staff understand the procedures to follow if there is a concern about a child's welfare, particularly when they may be required to escalate their concerns.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).