

Complaint about childcare provision

Ref: EY391273/5444688

Date: 6 June 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 18 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 23 May 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. 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 2 June 2023:

- ensure that trustees understand their roles and responsibilities, including having oversight of the provision
- ensure the safeguarding policy and procedure is in line with local safeguarding partnership guidance, so that all staff and trustees understand the policy and procedures that must be followed in the event of an allegation being made against a member of staff or trustee
- provide the required information to Ofsted to enable essential suitability checks can be carried out for all trustees
- ensure there is a qualified manager in place who has sufficient knowledge, skills and capabilities to carry out their role and responsibilities effectively
- ensure a named deputy manager is in place, who is suitably qualified and experienced to take over in the absence of the manager
- take action to assess and minimise potential risks on the premises and ensure all staff are aware of how to implement measures to manage those risks, including the routines for entering and exiting the premises are safe.

On 5 June 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 set. 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. They have ensured that trustees and staff understand how to recognise and respond to safeguarding concerns about children, staff and trustees. The provider knows how to provide and share appropriate information with Ofsted, in a timely manner. They understand how to ensure a qualified manager and named deputy are appointed, who are qualified and suitable for their respective roles. The provider has improved their understanding of the use of risk assessments, including for the entry and exit routines at the provision.

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](#).