

## **Complaint about childcare provision**

Ref: EY265818/5433932

Date: 20 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](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 4 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 19 May 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We 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 7 June 2023:

- follow effective systems to ensure that practitioners, and any other person who may have regular contact with children are suitable
- keep a record of staff qualifications, identity checks and vetting processes that have been carried out, including the Disclosure and Barring Service check number, date of issue and details of who obtained it
- comply with requirements of health and safety legislation including fire safety and hygiene requirements
- ensure the safety of children, staff and others on the premises in case of fire or any other emergency and ensure fire exits are free of obstruction and easily opened from the inside
- ensure staff and children are not exposed to risks and be able to demonstrate how risks are managed, particularly in relation to electrical items, outdoor fountain, access to staff room and use of staples.

On 14 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 raised at their last visit.

We found that the provider has an improved system to check the suitability of staff. There is a clear record of information about staff qualifications and the identity checks and vetting

processes that have been completed. Risk assessment and fire evacuation procedures have been improved and staff briefed on them. The fire exit gate is easily opened and hazards in relation to electrical items, outdoor fountain, access to staff room and use of staples have been removed. 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](#).