

Complaint about childcare provision

Ref: EY386701/5453646

Date: 26 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 16 May 2023, 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 13 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 inspection.

On 13 June 2023, the provider responded to the actions set. We found that the provider had improved some of their knowledge and understanding of child protection procedures. They had improved the security of an internal gate. Additional locks had been fitted so that children always remain within sight and sound of staff. Staff had completed safeguarding training to improve their knowledge and understanding of child protection procedures. Changes to the staff arrangements within in the toddler room mean the needs of all children are met.

Additionally, during the regulatory visit on 13 June 2023, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern, on 15 June 2023, 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 26 June 2023:

- ensure that there are effective systems in place to ensure that practitioners and any other person who may have regular contact with children are suitable
- ensure an enhanced criminal records check is obtained in respect of every person aged 16 and over who works directly with children
- ensure you keep accurate records of the identity checks and vetting processes that have been completed for all staff
- undertake effective risk assessment to ensure that any risks to children and staff are identified, removed, or minimised, with specific regard to children's hygiene.

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](#).