

Complaint about childcare provision

Ref: EY484244/5464006

Date: 19 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 12 June 2023, we received concerns that the provider was not meeting some of these requirements. On 13 June 2023, the provider notified us that two children left the premises unaccompanied. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a serious incident.

On 19 June 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has secured the premises. They have strengthened their risk assessment processes so to identify and address any hazards that children are exposed to. The provider has addressed staff deployment weaknesses to ensure children are adequately supervised at all times. The provider will be able to give parents further information about this.

Additionally, during the regulatory visit on 19 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, 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.

Actions needed by 14 August 2023:

- ensure the person in charge when the manager is absent is capable to do so
- ensure that each key person tailors care to meet children's individual needs
- ensure that the records made about children's care which are shared with parents are accurate.

On 16 August 2023, we carried out a regulatory visit. The provider responded to the actions set. We found that the provider had sufficiently upskilled relevant staff to fulfil the role of

the manager in their absence. They had implemented new systems, and trained staff, to make sure each key person tailors care to children's individual needs. The provider has improved record keeping processes to ensure information shared with parents is accurate.

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](#).