

## **Complaint about childcare provision**

Ref: 206259/5480595

Date: 7 August 2023

### **Summary of outcome**

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 4 July 2023 we received information that the provider was not meeting some of these requirements.

On 3 August 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 17 August 2023:

- take steps to ensure the security of the premises and minimise the risk of unauthorised persons entering the club or children leaving unaccompanied
- ensure that risk assessments identify all potential risks and action is taken to reduce risks to children, with particular regard to preventing children from accessing hazardous substances and cleaning materials
- ensure all staff have a good knowledge and understanding of the 'Prevent' duty guidance 2015, county lines and female genital mutilation

- keep a written record of emergency contact details for every child on roll.

On the 18 August 2023 we carried out a welfare requirements notice monitoring visit. We found the provider had met the actions due by 17 August 2023. The provider has taken appropriate steps to ensure the premises are safe and secure. The provider has made sure staff carry out efficient and effective daily risk assessments of the environment to minimise any potential hazards to children. The provider has provided staff with further support and training to keep their knowledge and understanding up to date regarding the 'Prevent' duty guidance 2015, county lines and female genital mutilation. They are clear on the procedures they must follow to keep children safe from harm. The provider has now updated children's personal information to reflect an emergency contact number, should the provider be unable to contact parents in case of an emergency.

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](#).