

Complaint about childcare provision

Ref: EY492088/5510930

Date: 18 August 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 10 August 2023, we received concerns that the provider was not meeting some of these requirements. In addition, on 11 August 2023, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage.

On 14 August 2023, we carried out an inspection and found the provider was not meeting some of these requirements.

The report and inspection outcome will be published in due course. Following the inspection we served a welfare requirements notice on 16 August 2023. 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 22 August 2023:

- ensure safeguarding policy and procedures are understood and followed at all times and are in line with the local authority safeguarding partnerships procedures
- update safeguarding knowledge to ensure a thorough understanding of the Prevent duty
- ensure anyone whose suitability has not yet been cleared is not left unsupervised with children
- provide thorough induction training for all assistants, which includes information about emergency evacuation procedures, safeguarding and child protection
- ensure ratio and staffing arrangements meet the needs of all children, at all times
- ensure risk assessments are understood and consistently followed to ensure children's safety at all times

- ensure records are easily accessible and available upon request.

On 24 August 2023 we visited the provider. We found that the provider had improved their knowledge and understanding of child protection procedures, including the Prevent duty. The provider had improved the supervision for children to ensure anyone whose suitability has not yet been cleared is not left unsupervised with children. Risk assessments are being consistently followed.

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](#).