

Complaint about childcare provision

Ref: EY386826/5461853

Date: 31 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 19 July 2023, we carried out an inspection and found the provider was not meeting some of these requirements. The report and inspection outcome is published. Following the inspection we served a welfare requirements notice on 21 July 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 31 July 2023:

- ensure all staff receive safeguarding training, including how to identify and respond to concerns about a child or about a colleague's behaviour, in line with local safeguarding partners guidance and procedures
- put arrangements in place so staff know they must disclose anything that may affect their ongoing suitability
- ensure children's health, and good hygiene practices, are promoted at all times, and take all necessary steps to prevent cross infection, including appropriate cleaning of resources

and equipment

- implement a rigorous system for risk assessment to identify, remove or minimise all risks and hazards to children's and staff's health and safety.

On 03 August 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. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. The provider has put systems in place to ensure the ongoing suitability of staff and has taken action to ensure health and hygiene practices, as well as risk assessment were effective.

However, on this visit, we found that the provider was not meeting some other requirements. We have served another 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 23 August 2023:

- develop staff training, support and mentoring to ensure they have clear understanding of their roles and responsibilities, as well as implementing robust inductions for staff who take on new roles
- ensure that there is a clear management structure, which includes a named deputy who is capable of taking charge in the manager's absence.

On 31 August 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 regulatory visit. We found that the provider had taken action to ensure a clear management structure was in place, ensuring a named deputy manager is appointed to take charge in the manager's absence. Arrangements are in place to ensure staff have a clear understanding of their roles and responsibilities.

The provider will be able to give parents further information about this.

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](#).