

Complaint about childcare provision

Ref: EY466301/5533792

Date: 5 October 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 13 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 18 September 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 29 September 2023:

- ensure that risk assessment is used effectively and action is taken in a timely way to identify, remove or minimise any risks to children's health or safety
- ensure that all areas of the premises are clean, safe, hygienic and fit for purpose to promote children's health and safety
- implement effective systems for checking the suitability of all practitioners and any other person who has regular contact with children
- ensure that the required suitability checks are completed for any person who has direct contact with children, including additional criminal records checks for anyone who has lived or worked abroad
- ensure that there is at least one person who holds a current paediatric first aid certificate on the premises and available at all times when children are present
- ensure that the named manager has the necessary knowledge, skills and experience to fulfil their role and responsibilities
- provide all staff with effective supervision, which includes monitoring, coaching and

support, to ensure that they fully understand and fulfil their roles and responsibilities.

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](#).