

Complaint about childcare provision

Ref: EY407680/5586376

Date: 27 November 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 8 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 15 November 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 December 2023:

- ensure that people whose suitability has not been checked, do not have unsupervised contact with children
- ensure that appropriate Disclosure and Barring Service (DBS) checks have been completed for all staff working on the premises where childcare is provided
- ensure that the designated safeguarding lead attends a child protection training course that enables them to identify, understand and be able to respond appropriately to signs of possible abuse and neglect
- ensure that the designated safeguarding lead is able to provide support, advice and guidance to other staff on any specific safeguarding issue as required
- ensure that at least one member of staff working with children aged under two years has completed an approved level 3 qualification, and is suitably experienced in working with children in this age group
- ensure there is a named deputy who is capable and qualified to take charge in the manager's absence
- ensure that records required for the safe management of the provision are easily

accessible and available for inspection

- ensure that all reasonable steps are taken to make sure children are not exposed to risks and/or hazards
- ensure that public liability insurance to cover the premises from which childcare is provided, is maintained
- improve knowledge of the changes that must be notified to Ofsted.

We will monitor the provider's response to ensure the actions are successfully completed.

The actions were monitored through an inspection, which took place on 5 January 2024.

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](#).