

## **Complaint about childcare provision**

Ref: EY479376/5657124

Date: 7 March 2024

### **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](https://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 12 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 4 March 2024, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has implemented more robust procedures for staff to follow when collecting children from school.

On 4 March 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served two welfare requirements notices. These are legal notice that require 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 8 March 2024:

ensure that the premises are fit for purpose and suitable for the age of children being cared for

take all reasonable steps to ensure children in your care are not exposed to risks and demonstrate how you are managing risks, to keep children safe from harm.

Actions needed by 19 March 2024:

record information about staff's criminal records check, reference number, the date a check was obtained and details of who obtained it

ensure staffing arrangements meet the needs of all children to ensure their safety and decide how to deploy staff to ensure children's individual needs are met

ensure arrangements are in place to support children with SEND

ensure records are easily accessible and available to those who have a right or professional need to see them.

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

On 12 and 20 March 2024, the provider responded to the actions set. We found that the provider had improved the safety and suitability of the premises for children to ensure that they are not exposed to any possible risks. We also found that the provider has improved their record keeping. Information is now easily accessible and available to those who have a right or professional need to see them. This includes staff's criminal record checks. Staff were deployed to ensure children's individual needs are met. There are also arrangements are in place to support children with SEND.

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](#).