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Complaint about childcare provision

Ref: EY267474/5731874

Date: 11 July 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 15 May 2024, we received concerns that the provider was not meeting some of these requirements. The provider has failed to notify Ofsted of these significant events which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises. This is a breach of the early years statutory safeguarding and welfare requirements and is also an offence. We have spoken to the provider about their legal responsibility to inform Ofsted any of further significant events.

On 28 June 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and this impacted on children's overall safety. 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 July 2024:

- ensure staff follow the setting's risk assessments, specifically to ensure the setting remains safe and secure for children at all times
- improve staff's supervision of children to ensure they remain within sight and/or hearing at all times

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

We monitored the provider's compliance with these requirements on 31st July 2024 and found the provider has taken steps to improve and is meeting all of the requirements of their registration. The provider remains registered with Ofsted.

On 31 July 2024, 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 the setting's risk assessments to ensure that children are safe and secure and cannot leave the premises unsupervised. Security measures have been put in place that include new bolts on the rear gate, frequent checking of the safety and security of the outdoor area, and staff have been supported to ensure they fully understand how to implement and follow the settings risk assessments.

We found that the provider had improved the arrangements for supervision of the children. Through training and individual supervision sessions the staffs knowledge and understanding of their responsibilities to keep children safe has improved. Deployment of staff has improved and staff are aware of the importance of making regular checks of the numbers of children present and that they are within sight and hearing at all times.

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.