

Complaint about childcare provision

Ref: EY246463/4859978

Date: 19 August 2021

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 05 August 2021, we received concerns that the provider was not meeting some of these requirements.

On 10 August 2021, we carried out a regulatory visit and on 16 August 2021 we carried out a regulatory telephone call. 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 25 August 2021:

implement an effective system for checking that any assistant and any other person who is likely to have regular contact with children is suitable

ensure that staffing arrangements meet the needs of children and ensure their safety

ensure that the premises and equipment are fit for purpose and suitable and organised to meet children's needs; this particularly relates to the provision for nappy changing

take all reasonable steps to ensure that children are not exposed to risks, and demonstrate how you manage risks; this particularly relates to use of open spaces that are also accessible to the public, safety of the non-domestic premises and unchecked persons' unsupervised access to children

maintain records and obtain and share information with parents and other professional to ensure the safe and efficient management of the setting

ensure records are easily accessible and available

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

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On 26 August 2021, we carried out a regulatory monitoring visit and found that the provider had improved their knowledge and understanding of Suitable people, Staff: child ratios, Safety and suitability of premises, environment and equipment, Risk assessment, Information and records.

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](#).