

Complaint about childcare provision

Ref: 140865/4861029

Date: 17 September 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 30 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 09 September 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 03 October 2021:

- implement effective procedures and training to enable the committee to understand and implement their roles and responsibilities effectively

- ensure children are adequately supervised to meet their needs and keep them safe

- ensure staff are deployed effectively, in particular when in the garden, and children are within sight or hearing of staff at all times, so they are kept safe

- implement robust risk assessments to minimise the risk of harm to children, including maintaining a safe and secure premises

- improve providers knowledge and understanding of the requirement in relation to notifications that must be made to Ofsted , in particular with regard to reporting

significant events in a timely manner.

On 14 October 2021, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of the committee's roles and responsibilities through effective training and reviewing of procedures. They have also revisited their procedures to ensure children are adequately supervised and staff are deployed effectively to keep children safe and meet their needs. The provider has implemented robust risk assessments to minimise the risk of harm to children. They have also taken appropriate steps to improve their knowledge and understanding of the requirement in relation to notifications that must be made to Ofsted.

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](#).