

Complaint about childcare provision

Ref: EY370828/4900818

Date: 17 January 2022

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 21 September and 8 October 2021, we received concerns that the provider was not meeting some of these requirements.

On 8 November 2021, 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 22 November 2021:

- ensure staffing arrangements are suitable and reflect and meet the needs of children
- implement a thorough risk assessment in relation to pets, which is effective in identifying and minimising potential risks to children, ensuring that these are understood and adhered to by staff
- provide staff with the knowledge and skills, which enables them to support children's behaviour in a way that is sensitive, supportive and appropriate
- ensure staff fully understand safeguarding policies and procedures and know how to escalate concerns, with particular regard to allegations

On 6 January 2022, we carried out a monitoring visit to the provider. We found that the provider had improved their staffing arrangements to ensure children needs are met. The risk assessment in relation to the dogs is robust and understood by staff. Staff had received one to one coaching and training to enable them to support children's behaviour in a positive and supportive way. The staff had gained a better knowledge and understanding of child protection procedures and understand their legal responsibilities, particularly in regard to allegations against staff or adults on the premises.

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](#).