

## **Complaint about childcare provision**

Ref: EY550348/4903250

Date: 20 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](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 24 September 2021 we received concerns that this provider was not meeting some of these requirements. On 11 January 2022, 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.

Action needed by 13 January 2022:

- ensure that risk assessments identify and minimise all risks and hazards

Actions needed by 25 January 2022:

- ensure that the procedure for managing concerns about staff is appropriate and clearly explains the action to take
- ensure that all staff have a suitable knowledge and understanding of how to manage allegations including the role of the Local Authority Designated Officer
- ensure that staff use appropriate methods to manage children's behaviour
- ensure that children's dietary preferences are taken into account to ensure they are provided with nutritious meals each day

On 19 January 2022, we carried out a welfare requirements notice monitoring call. We found that the provider had met the safeguarding and welfare action due on 13 January 2022. We found the provider had minimised risks and hazards and improved arrangements for outdoor play to ensure children's safety.

On 8 February 2022, we carried out an inspection. We found that the provider had met the safeguarding and welfare actions due on 25 January 2022. We found the provider had amended the procedure for managing concerns to ensure this clearly explains the action staff should take. The provider had ensured staff have a suitable knowledge and

understanding of how to manage allegations. The provider had provided training for staff to improve their knowledge and understanding of how to manage children's behaviour. The provider had improved the provision of food and drink to ensure that children with dietary preferences are offered alternatives at mealtimes.

The provider will be able to give parents further information about this. 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](#).