

Complaint about childcare provision

Ref: 2606978/5114265

Date: 4 April 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 25 February 2022 and 16 March 2022, we received concerns that the provider was not meeting some of these requirements.

On 24 March 2022, we carried out a regulatory visit. We found that 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.

Actions needed by 8 April 2022:

- improve staff deployment to meet the needs of children and ensure their safety
- ensure the required staff: child ratios are maintained to promote children's care, safety and security
- improve the organisation of staff and routines so that children are adequately supervised
- take necessary steps to promote the good health of children and prevent the spread of infection
- use risk assessment effectively to identify any potential risks to children's safety; take prompt steps to remove or minimise these, including identifying when and by who those aspects will be checked
- implement staff training to ensure they are all aware of risk assessment procedures, including how to protect children and keep them safe
- make arrangements to support and meet the unique needs of children with special educational needs and/or disabilities (SEND), so that they make the best possible

progress.

On 21 April 2022, we carried out a regulatory visit to monitor the actions taken. We found the required staff: child ratios met. Routines, staff deployment and supervision of children have improved to promote children's care, safety and security. The provider has cleaned and decorated the nursery and removed hazards indoors and outdoors. Staff have completed training and are aware of the risk assessment procedures. Arrangements to support children with special educational needs and/or disabilities have improved. 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](#).