

Complaint about childcare provision

Ref: EY272143/5191002

Date: 7 July 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 23 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 5 July 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. The provider will be able to give parents further information about this.

Actions needed by 20 July 2022:

- improve knowledge and understanding of safeguarding and child protection issues and procedures
- implement an effective safeguarding policy and follow robust procedures to safeguard children, with particular regard to allegations against staff
- maintain accurate records for the safe and efficient running of the setting, with particular regard to safeguarding records
- improve staff supervision to identify when staff need further support and training to fulfil their roles and responsibilities
- ensure fresh drinking water is available and accessible to children at all times.

On 21 July 2022, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at the last visit. We found that the provider has developed her knowledge and understanding of safeguarding and child protection issues and procedures. An effective safeguarding policy is in place which includes effective procedures to follow in the event of concerns about children or allegations against staff. The provider has improved record keeping, with particular regard to safeguarding records. Staff benefit from regular support and supervision to help them to fulfil their roles and responsibilities. Fresh drinking water is available and

accessible to children at all times.

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](#).