

Complaint about childcare provision

Ref: 2506054/5160243

Date: 8 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 16 May 2022 and 13 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 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 15 July 2022:

- improve staff deployment to meet the needs of children and ensure their safety
- improve the organisation of staff and routines so that children are adequately supervised
- 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
- improve the key-person system so that all children receive care and support from staff who know them and can meet their individual needs
- ensure that fresh drinking water is available and accessible to children at all times.

On 19 July 2022, we carried out a regulatory visit to monitor the action taken. The provider has improved how staff are deployed and children are supervised, to meet the needs of children and keep them safe. The provider has revised risk assessments and implemented staff training to ensure they are all aware of risk assessment procedures. This included, how to identify and minimise risks and protect children's safety and welfare. The provider has reorganised and improved the learning environments indoors and outdoors. The key-person system has been reviewed and strengthened so that all children receive care and support from staff who know them and can meet their individual needs. Arrangements to support children with SEND has improved. The provider now ensures that fresh drinking water is available and accessible to children at all times.

We are satisfied that 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](#).