

Complaint about childcare provision

Ref: EY499177/5195431

Date: 2 August 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 29 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 20 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. The provider is still registered with Ofsted.

Actions needed by 10 August 2022:

- ensure there are robust systems in place for regularly monitoring staff deployment and their supervision of children, to effectively meet children's needs and keep them safe
- ensure that consideration is given to all information available when risk assessing the environment and identifying areas of potential risk to children
- maintain a record of complaints including the outcome and any action taken in response and ensure this is available to Ofsted on request

- ensure you have a secure understanding of what must be notified to Ofsted and the timeframe for doing this.

On 11 August 2022, we carried out a regulatory visit. We found that the provider had improved their knowledge and understanding of what must be notified to Ofsted. They have put in place a record of complaints and know that these must be available to Ofsted and parents on request.

The provider and staff have reviewed and updated their risk assessing process. They have reflected on all the areas where potential risks occur, including evaluating where accidents and incidents occur. Management discussions with staff on how to continually risk assess and ensure children remain safe throughout the session have supported staff's ongoing development in this area.

Management has held meetings with staff to discuss how they can deploy themselves to effectively supervise children. They have reviewed the lunch session and staff breaks. Amendments have been made in how staff take their breaks and deploy themselves to ensure that the children are more engaged during the session. Management have put in place systems to monitor staff practice and support staff to be more vigilant of what is occurring around them.

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](#).