

## **Complaint about childcare provision**

Ref: EY152753/5261356

Date: 12 October 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](http://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 22 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 7 October 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 14 October 2022:

- ensure that risk assessment is effective so that all risks to children's health and safety are identified and action is taken to remove or minimise risks and hazards in a timely manner
- improve all staff's knowledge and understanding of how to carry out effective risk assessment to ensure that children are not exposed to risks or hazards that may impact on their health and safety
- ensure that the premises is clean, hygienic and fit for purpose to promote children's health and safety
- ensure that facilities for sleeping children are suited to the age of the child and take account of current sleep safety guidance
- improve the supervision of sleeping children and make sure that they are checked frequently to ensure they are safe
- improve the deployment of staff to ensure that there are enough staff available and directly working with children to meet their individual needs and keep them safe
- ensure that all meals and snacks provided to children are healthy and nutritious to

promote children's good health

- ensure that children have access to fresh drinking water at all times.

We will monitor the provider's response to ensure the actions are successfully completed.

On 17 October 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 their last visit.

We found that the provider had improved their use of risk assessment to ensure children's health and safety. The provider has improved staff's knowledge and understanding of how to risk assess effectively. The premises are now clean, hygienic and fit for purpose. The provider has ensured that sleeping children have appropriate sleep facilities and that they are adequately supervised and checked on. The provider has improved the deployment of staff to meet children's needs. Children have access to fresh drinking water and menus have been reviewed to provide children with healthy and nutritious meals and snacks.

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](#).