

Complaint about childcare provision

Ref: 2526282/4937958

Date: 7 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 If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 15 July 2022, we carried out an inspection and found the provider was not meeting some of these requirements. Following the inspection, we served a welfare requirements notice on 21 July 2022. 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 09 August 2022:

- implement a policy that covers the use of mobile phones and cameras and ensure that all adults who work with children follow this policy
- ensure yourself and any assistants have an up-to-date knowledge of safeguarding issues and that they are suitably trained to understand safeguarding procedures
- implement an effective programme of professional development to improve staff's knowledge and understanding to raise the quality of teaching to a good level
- put appropriate arrangements in place for the supervision of assistants who have contact with children and their families, and ensure that supervision includes support, coaching and training for the assistants
- improve the knowledge and understanding of yourself and your assistants in how to manage children's behaviour effectively, including how to handle children appropriately
- take immediate action to ensure that staff are effectively deployed at all times to meet children's needs and maintain their safety
- comply with the minimum ratio requirements, including for your own children, to ensure the needs of all children are fully met
- ensure only the permitted number of staff work together at any one time and that indoor

space requirements are met at all times

- ensure risk assessments are robust and all risks and hazards to children's safety are identified, removed, or minimised swiftly, particularly in relation to the outdoor space, kitchen, and use of trampoline.

On 10 August 2022, we found that the provider had not met all the actions set in the welfare requirement notice. However, she had made some improvements. The adults caring for children are now deployed better within the setting, ensuring children's needs are met. The childminder now ensures minimum ratio requirements are met at all times and no more than nine early years children are cared for at any one time. Risk assessments are now robust, the provider has made changes in her garden to ensure there are no longer any risks and hazards to children's safety. For example, she no longer has a trampoline and children are unable to access the dustbins. However, we have served another welfare requirements notice. The provider will be able to give parents further information about this.

Actions needed by 09 September 2022:

- implement a policy that covers the use of mobile phones and cameras and ensure that all adults who work with children follow this policy
- ensure yourself and any assistants have an up-to-date knowledge of safeguarding issues and that they are suitably trained to understand safeguarding procedures
- implement an effective programme of professional development to improve staff's knowledge and understanding to raise the quality of teaching to a good level
- put appropriate arrangements in place for the supervision of assistants who have contact with children and their families, and ensure that supervision includes support, coaching and training for the assistants
- improve the knowledge and understanding of yourself and your assistants in how to manage children's behaviour effectively, including how to handle children appropriately
- ensure only the permitted number of staff work together at any one time and that indoor space requirements are met at all times

On 26 September 2022, we found that the provider had not met the actions set in the welfare requirement notice. We also identified some additional breaches to requirements. Therefore, we have served another welfare requirements notice. The provider will be able to give parents further information about this.

Actions needed by 12 October 2022:

- implement a policy that covers the local safeguarding procedures, the use of mobile phones and cameras and ensure that all adults who work with children follow this policy
- ensure yourself and any assistants have an up-to-date knowledge of safeguarding issues and that they are suitably trained to understand safeguarding procedures
- ensure that all staff whose suitability has not been checked do not have unsupervised contact with the children being cared for
- implement an effective programme of professional development to improve staff's knowledge and understanding to raise the quality of teaching to a good level
- put appropriate arrangements in place for the supervision of assistants who have contact with children and their families, and ensure that supervision includes support, coaching and training for the assistants
- ensure children are supervised at all times within sight or hearing, especially at mealtimes to minimise the risk of choking
- comply with the minimum ratio requirements, including for your own children, to ensure the needs of all children are fully met
- improve the knowledge and understanding of yourself and your assistants in how to manage children's behaviour effectively, including how to handle children appropriately
- ensure only the permitted number of staff work together at any one time and that indoor space requirements are met at all times
- ensure risk assessments are robust and all risks and hazards to children's safety are identified, removed, or minimised swiftly, particularly in relation to the carrying children, safe sleeping and food
- implement effective arrangements to support children with special educational needs and /or disabilities that are in line with the Special education Needs and Disability (SEND) Code of Practice
- maintain an accurate daily record of the names of the children being cared for on the premises and their hours of attendance
- develop a secure understanding of the changes that must be notified to Ofsted and

ensure these are made in a timely manner.

On 19 October 2022 we carried out a monitoring visit and also completed a regulatory telephone call and 21 October 2022. We found the provider had met the actions set in the welfare requirements notice. The provider and her assistants had undertaken training and reviewed all the policies and procedures in the setting. They had also reorganised the environment to ensure this was safe and suitable for children. We found that the provider and her assistants had improved their knowledge and understanding of child protection procedures and now fully understand their responsibilities.

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](#).