

Complaint about childcare provision

Ref: 2576003/5240231

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

On 4th 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 31 October 2022:

- ensure staffing arrangements meet the needs of all children and ensure their safety through adequate supervision
- ensure that all reasonable steps are taken to safeguard children from risks, and put in place a robust risk assessment that includes the management of risks when visitors are at the setting
- ensure staff manage children's behaviour in an appropriate, fair and consistent way to support children to understand behavioural expectations and the impact their behaviour has on others
- ensure staff receive appropriate support and training that improves their knowledge and skills of safeguarding and learning and development

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

On 24th August 2022, we received concerns that the provider was not meeting some of these requirements.

On 4 November 2022, we carried out a welfare requirements notice monitoring visit. We found that the provider had met the actions due by 31 October 2022. The provider has ensured that all reasonable steps have been taken to safeguard children from risks. This has included putting in place a robust risk assessment for when visitors are at the setting. The provider has ensured staff are deployed effectively to enable them to meet the needs of all

children and to provide adequate supervision. The provider has ensured that staff are receiving appropriate support to help them improve their knowledge and skills of safeguarding and learning and development. In addition, staff are dealing with children's behaviour in a fair and consistent way.

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](#).