

Complaint about childcare provision

Ref: 2567291/5276595

Date: 17 November 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 12 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 18 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.

Actions needed by 9 November 2022:

- ensure staff know and understand their roles and responsibilities effectively to enable them to provide support and meet children's needs at a consistently good level

- ensure staff are deployed effectively to supervise children closely at all times, to meet their needs and keep them safe

- ensure the qualified staff to child ratio is maintained to provide children with good quality care, support and experiences

- promote the good health of children, including following good hygiene practice, such as hand washing and ensuring prepared food and milk for drinking is appropriately stored
- ensure risk assessments fully identify potential hazards and dangers to children both indoors and outside and steps are taken to remove or minimise these to support children's safety.

On 15 November 2022, we found the provider had met some of the safeguarding and welfare actions but not others. The provider has taken steps to promote the good health of children with updated procedures and practices. This includes hand washing and ensuring prepared food and milk is appropriately stored. Staff understand and implement these. The safety of the outdoor areas has been reviewed and action taken to remove unsuitable items that may pose a risk to children. Regular safety checks by staff are completed to help minimise potential hazards and dangers to children. The provider has ensured there are adequate qualified staff available to work with the children and that they are deployed well with the children. Staff have received support, such as through meetings, to help develop their knowledge and understanding of their roles and responsibilities. However, not all staff's practice is at a consistently good level. In addition, sometimes routines such as mealtimes are still not managed well enough to support children's needs.

We have served another 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 December 2022:

ensure staff know and understand their roles and responsibilities effectively, to enable them to provide support and meet children's needs at a consistently good level, specifically in the two to three's room

ensure staff manage and provide routines that support children's needs, particularly during mealtimes in the two to three's room

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

On 10 January 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions. We found that the provider had given further support to staff to help develop their practice. Staff demonstrate a consistently good knowledge and understanding of their roles and responsibilities. Children in the two to three's room are cared for in a calm environment and receive good support from staff. Staff manage children's daily routines well and children show that they understand the routines and expectations, such as at mealtimes.

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](#).