

Complaint about childcare provision

Ref: EY537491/5295041

Date: 6 February 2023

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 14 October, 4 November and 11 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 12 January 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 1 February 2023

- ensure that the requirements for ratios of registration are met at all times to ensure that children's learning, safety and well-being needs are met and children are supervised effectively
- keep an accurate and organised daily record of the names of the children being cared for on the premises, their hours of attendance and the names of the adults caring for them
- ensure that records are easily accessible and available for inspection
- organise mealtimes more effectively to reduce the time children spend waiting for their food, and ensure children are provided with healthy, balanced and nutritious meals and snacks
- ensure children's nappies are regularly checked and changed, and provide suitable hygienic changing facilities
- make sure that parents know the name and role of their child's key person and ensure that every key person offers each child a settled relationship and builds a relationship

with parents

On 7 February 2023, the provider responded to the actions set.

We found that the provider had recruited enough permanent staff to ensure ratios are always met. These staff have been appropriately checked and vetted. In addition, the provider now has emergency cover arrangements in case of staff sickness or absences. The provider has reorganised the daily record of children being cared for on the premises, their hours of attendance and the names of the adults caring for them. Additionally, she now ensures that all records are clearly organised and easily available. The provider has made changes to the menu so that children are provided with a wide range of healthy, balanced, and nutritious meals and snacks throughout the day. Furthermore, she has made changes to the organisation at mealtimes so that children's individual needs are met. Changes to the personal care routines of children relating to the organisation of toileting and nappy practices have been made. This adjustment provides children with improved hygienic facilities. The provider has improved the arrangements for children who are settling in and has strengthened the way in which staff work in partnership with parents to ensure all children's needs are being met.

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](#).