

Complaint about childcare provision

Ref: EY551320/5342065

Date: 22 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 5 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 18 January 2023, we carried out an inspection and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 19 January 2023. 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 20 January 2023:

- ensure the designated safeguarding lead (DSL) shares information with relevant staff concerning the safeguarding of their key children
- improve the deployment of staff in the pre-school room to ensure that children are safely supervised at all times
- ensure staff use risk assessments effectively, to help ensure all areas are safe and suitable for children to use.

Actions needed by 11 February 2023:

- ensure staff receive effective support, coaching and training to improve the quality of their interactions with children
- ensure staff consistently manage children's behaviour so they fully understand the expectations and consequences of their actions on others.

On 24 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 dated 20 January 2023 raised at their last inspection. We found that they have improved their knowledge and understanding of child protection procedures and now fully understands their

responsibilities. Staff deploy themselves more effectively to ensure that children are always safely supervised. Risk assessment processes and procedures have been improved to ensure all risks to children's safety are quickly identified and minimised.

On 21 February 2023, we carried out a second regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions dated 11 February 2023 raised at their last inspection. Improvements have been made to the processes for supervising and coaching staff to improve their practice. Staff now manage children's behaviour more effectively to support children to learn to manage their own behaviour and understand the consequences of their actions on others.

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](#).