

## **Complaint about childcare provision**

Ref: EY500251/5352041

Date: 7 March 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](http://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 7 and 12 December 2022 and 18 and 20 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 9 February 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We 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 1 March 2023:

- ensure that there is a designated lead member of staff for safeguarding, who is trained and available to provide support to other staff on safeguarding matters
- ensure all staff are trained in the setting's policies and procedures for safeguarding and have a clear understanding of how to respond to matters that concern children's welfare
- ensure that recruitment processes are robust to confirm staff suitability to work with children
- ensure that each child has a named key person to meet their individual needs and plan for their progress, including children with additional needs and those who are new to the setting
- ensure that staffing arrangements are effective and qualified staff are available at all times to meet the needs of children and ensure their safety
- ensure that the food provided to children is healthy, balanced and nutritious and hygiene practices are followed in relation to children's mealtimes
- ensure that staff manage children's behaviour appropriately, to meet their individual needs and to ensure their safety

- ensure that emergency exits are clearly identifiable and unobstructed
- maintain a written record of complaints and make it available to Ofsted on request
- ensure that leaders have a clear understanding of their responsibility to provide Ofsted with all required information, particularly in relation to change of directors and nominated individual, for Ofsted to complete relevant checks to confirm their suitability

On 2 March 2023 we visited the setting to monitor the provider's compliance with the welfare requirements notice. We found that the provider has improved staff training in relation to safeguarding matters and has strengthened recruitment processes. The provider ensures that each child is assigned a key person and has reviewed and improved the deployment of qualified staff to meet the needs of individual children, including behaviour management. The provider has taken appropriate steps to improve the provision for children's mealtimes. The provider ensures that emergency exits are marked and unobstructed. The provider maintains a record of complaints as required. 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](#).