

Complaint about childcare provision

Ref: EY484837/5354214

Date: 1 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 20 January 2023 we received information that this provider was not meeting some of these requirements.

We completed a regulatory visit to the setting on 20 February 2023. We found the provider was not meeting some of the requirements. We have served a welfare requirement 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 27 March 2023:

ensure that staff are deployed effectively all times to supervise and keep children safe

implement robust risk assessments to ensure that any risk to children's safety is identified, removed, or minimised

implement clear, consistent strategies for managing children's behaviour in an appropriate way

ensure that children have access to fresh drinking water at all times.

On 28 March 2023 we completed a regulatory visit to the setting to monitor the welfare requirement notice. During this visit we found that the provider has taken action to ensure that staff are deployed effectively to supervise children and keep them safe. That staff are able to identify potential risks and remove these to prevent accidents occurring. Staff have updated their understanding of behaviour management and are now quick to respond to any conflict between children. The provider has also ensured that children have access to drinking water throughout the day.

The provider will be able to give parents further information about this. The provider remains 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](#).