

## **Complaint about childcare provision**

Ref: EY321415/5387587

Date: 6 April 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 2 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 8 March 2023, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The report and inspection outcome will be published in due course. Following the inspection, 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. The provider is still registered with Ofsted.

Actions needed by 13 March 2023:

- ensure that children are adequately supervised while they are eating
- ensure risks are identified and removed, including those posed by children's access to pets
- ensure that adults do not have unsupervised access to children until the appropriate suitability checks have been obtained
- ensure that the care and learning for the younger children is not impacted negatively by older children.

Actions needed by 27 March 2023:

- ensure that children with special educational needs and/or disabilities (SEND) receive appropriate support to meet their needs.

On 17 March 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 with the end date of 13 March 2023, that were raised in the welfare requirements notice following the last inspection. We found the provider had taken sufficient measures to address these actions.

The provider has improved procedures for the supervision of children at all times including when they are eating. She has developed strategies to ensure that her pets are supervised more closely around children, and are not around children during busy times. She now ensures that her assistants are always supervised until they have their suitability checks completed. Older children are given more support in understanding the boundaries so that their care does not impact that given to the younger children.

On 3 April 2023, we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare actions with the end date of 27 March 2023, that were raised in the welfare requirements notice following the last inspection. We found the provider had taken sufficient measures to address these actions.

The provider has implemented strategies to support children with special educational needs and/or disabilities (SEND). She is working closely with external agencies to ensure the right support is in place. The provider has reflected and changed elements of the environment to support children, particularly around mealtimes. Routines of the day have been reviewed and numbers have reduced to ensure the environment is calm. Visual prompts and tools are used to give clear direction and support to children. Information about children's development and their next steps are being shared with parents. 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.