

Complaint about childcare provision

Ref: EY496762/5348282

Date: 5 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 If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 13 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 27 January 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 16 February 2023:

- take action to ensure all staff, including the manager and DSL, understand and consistently implement the settings safeguarding procedures, and know how to respond to any child protection concerns in an appropriate and timely manner
- train all staff, to ensure they have an up-to-date knowledge of safeguarding issues including, being able to identify signs that might indicate children are at risk of harm
- put in place effective systems to check that any person who has regular contact with children is suitable to do so
- improve support and training provided to staff, to ensure they have a clear understanding of their roles and responsibilities
- take action to ensure there is a suitable, named deputy who is capable and qualified to take charge in the managers absence
- ensure the ratio requirements as specified in the statutory framework for the early year's foundation stage are always met
- ensure the environment is hygienically clean to prevent the spread of cross infection, to

promote the good health of all children

- ensure children's behaviour is managed appropriately and consistently by all staff
- implement a rigorous system for risk assessment to identify, remove, or minimise, all risks and hazards to ensure children are kept safe
- ensure effective arrangements are put in place to consistently support all children with special educational needs and/or disabilities and ensure they are in line with special educational needs code of practice
- maintain a daily record of the names of the children being cared for on the premises, their hours of attendance and their names of each child's key person.

We suspended the provider's registration on 30 January 2023 because we believed children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

On 20 February 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 set out in the welfare requirements notice. We found that the provider had met some of the actions but not others. Additionally, we found further areas of concern where the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

The provider had improved their understanding of how to implement safeguarding procedures and respond to any child protection concerns and had ensured staff completed up-to-date training. They were able to demonstrate how they will implement effective systems for vetting staff and ensure a suitable named deputy is in place. The provider had improved the safety and hygiene of the premises.

On 2 March 2023, we lifted the suspension because the threshold for suspension was no longer met.

On 8 March 2023, we served a further welfare requirements notice in relation to the actions the provider had not previously met and the new areas of concern. 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 24 March 2023:

- ensure children's behaviour is managed appropriately and consistently by all staff
- ensure effective arrangements are put in place to consistently support all children with special educational needs and/or disabilities and ensure they are in line with the special educational needs code of practice
- maintain a daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person
- put in place effective procedures for gathering and acting on information from parents about children's dietary needs and ensure all children's individual requirements are adhered to
- put in place robust procedures for responding to complaints made by parents, to ensure all complaints are fully investigated and a record is available that includes the outcome.

On 31 March 2023, we carried out a regulatory visit to check whether the provider had completed these actions. We found that staff had received training and support to improve behaviour management and develop the provision for children with special educational needs and/or disabilities. Appropriate attendance records were in place. The arrangements for meeting children's dietary needs had been made more rigorous to ensure individual requirements are consistently adhered to. A record of complaints and their outcome is now in place. We were satisfied that the actions set had been met. 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](#).