

Complaint about childcare provision

Ref: EY499184/5369235

Date: 17 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 3 March 2023, we carried out an inspection and found the provider was not meeting some of these requirements.

The report and inspection outcome has been published. Following the inspection we served a welfare requirements notice on 13 March 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 7 April 2023:

- ensure that staff and leaders are aware of local safeguarding procedures and understand safeguarding issues
- ensure that staff receive supervision, guidance and coaching sessions to improve their practice
- ensure that the key-person system meets the emotional well-being of children
- ensure that staffing arrangements meet the needs of all children including through effective deployment of staff and supervision of children
- ensure the policy and procedures for administering medication include systems for obtaining information about a child's needs and checking that prescription medicines have been prescribed by a doctor, dentist, nurse or pharmacist
- ensure that written permission is obtained from parents and that a written record is kept each time medication is administered to children

- ensure that staff provide children with clear expectations about their behaviour
- ensure that there are an adequate number of working toilets
- ensure that children with special educational needs and/or disabilities get the support that they need
- make information available to parents regarding staffing in the setting and the name of their child's key person.

On 14 April 2023, we carried out a monitoring visit. 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](#).