

## **Complaint about childcare provision**

Ref: 2567271/5379111

Date: 30 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 20 February 2023 and 23 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 13 March 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 3 April 2023:

- ensure that no one can enter the premises without the knowledge of staff
- implement robust risk assessments and ensure that staff understand how to identify and minimise potential risks to children
- deploy key persons effectively to meet the individual care, learning and development needs of children
- improve behaviour management and support staff to implement policies consistently, with particular regard to recording accidents and injuries, including those that may be caused by children
- ensure that children who have special educational needs and/or disabilities receive targeted teaching, and review their progress regularly.

On 11 April 2023, the provider responded to the actions set. We found that the provider had taken steps to improve the security of the building and has shared information about this with staff and parents. Risk assessments have been reviewed with managers, who have checked that staff understand how to implement the nursery's procedures. Children now have allocated key persons and information is displayed in rooms. The provider has organised specialist training to improve staff's knowledge and understanding of children's behaviour, and how to support children with special educational needs and/or disabilities (SEND). Individual learning plans are being implemented and reviewed for children with

SEND and referrals are being progressed.

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](#).