

Complaint about childcare provision

Ref: 2709988/5344933

Date: 17 February 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 10 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 8 February 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. The provider is still registered with Ofsted.

Actions needed by 15 February 2023:

- maintain an accurate daily record of the names of children being cared for on the premises, their hours of attendance and the names of each child's key person
- conduct a risk assessment in relation to outings and identify the steps to be taken to remove, minimise and manage risks and hazards, including ensuring that any vehicles in which children are being transported, and the driver of those vehicles, are adequately insured

We will monitor the provider's response to ensure the actions are successfully completed.

On 10 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 inspection report sets out the actions the provider was required to take to meet the requirements. We also 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 30 March 2023:

- take all reasonable steps to ensure any risks to children are appropriately identified and staff understand their role and responsibility in minimising risks to ensure children's safety

- ensure staff are suitably deployed to adequately supervise and meet the needs of children, including those with special educational needs and/or disabilities (SEND)
- put effective arrangements in place to ensure staff are able to effectively meet the needs of children with special educational needs and/or disabilities (SEND)
- train staff to manage children's behaviour effectively and help children to learn respect for others and the environment
- ensure there is an effective key person system in place for every child, and parents are aware of who their child's key person is to support children's development
- ensure that fresh drinking water is always made available and accessible to all children.

On 3 April 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 raised at their last inspection. We found the provider had met some of the safeguarding and welfare actions but not others.

The provider had put effective arrangements in place to ensure that staff are suitably deployed to adequately supervise and meet the needs of all children including those with special educational needs and/or disabilities (SEND). The provider had also ensured that fresh drinking water is made available and accessible to all children throughout the day. These actions had improved some aspects of the promotion of children's good health and their safety. However, the provider had failed to take all reasonable steps to ensure any risks to children are appropriately identified and staff understand their role and responsibility in minimising risks to ensure children's safety. Furthermore, the provider had failed to ensure there is an effective key person in place for every child and that parents are aware of who their child's key person is. Additionally, staff had not received training in behaviour management to enable them to help children learn respect for others and the environment.

This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. We have therefore served another welfare requirements notice. The provider is required to take action within the timescales set out below. The provider will be able to give parents further information about this.

Actions needed by 24 April 2023:

- take all reasonable steps to ensure any risks to children are appropriately identified and staff understand their role and responsibility in minimising risks to ensure children's safety
- train staff to manage children's behaviour effectively and help children to learn respect

for others and the environment

- ensure there is an effective key person system in place for every child, and parents are aware of who their child's key person is to support children's development.

On 3 May 2023, we carried out a further regulatory visit to check whether the provider had met the safeguarding and welfare actions raised. We found that they had improved risk assessment procedures to minimise risks to ensure children's safety. Staff understand their roles and responsibilities to keep children safe. The majority of the staff team have received training in managing children's behaviour to enable them to support the development of children's positive behaviour and conduct. The provider has made positive change to the learning environment to enable children to access purposeful learning to progress in their development.

The provider has introduced an effective key worker system for every child. Parents have received written confirmation of who their child's key person is and systems are in place to ensure a smooth handover should there be any changes. 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](#).