

Complaint about childcare provision

Ref: 2583636/5412210

Date: 3 May 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 03 April 2023, we received concerns that the provider was not meeting some of these requirements.

On 21 April 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We identified hazards and risks within the environment both indoors and outside. 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.

On 24 April 2023, we carried out a further regulatory visit. The focus of the visit was to check whether the provider had eliminated the hazards and risks identified on 21 April 2023. The provider had taken action to ensure that the immediate risks were eliminated.

The provider will be able to give parents further information about this.

Actions needed by 16 May 2023:

- take action to ensure all managers and staff understand the setting safeguarding

procedures, and know how to respond to any child protection concerns in an appropriate and timely manner

- ensure that the person who takes the lead responsibility for safeguarding has sufficient training and knowledge to implement the child protection policy effectively and support staff's understanding of all safeguarding issues

- ensure the person who takes the lead responsibility, takes action to notify agencies in a timely manner where there are concerns about children's safety and welfare

- put in place effective induction training for all staff, and ensure they have a clear understanding of their roles and responsibilities

- put appropriate supervision in place that mentors, monitors and supervise staff to identify and address issues as they arise, and provide coaching to improve staff's personal effectiveness

- put effective systems in place to ensure there is a capable, named deputy in place at all times to take charge in the manager's absence

- ensure arrangements for the deployment of staff is effective to meet the needs of all children, and ensure their safety

- ensure children's behaviour is managed appropriately and consistently by all staff

- implement a rigorous system for risk assessment to ensure the safety of all children and identify, remove, or minimise, all risks and hazards to children's and staff's health and

safety

- maintain appropriate records to share information with relevant professionals in order to ensure children's needs always are met.

On 19 May 2023, Ofsted monitored these actions through full inspection, where we found the majority of these actions had been met. Please see the latest Ofsted report for further information on the areas still to be improved.

At the inspection the provider had improved their knowledge and understanding of child protection procedures and ensured a member of management is always on site. In addition to this, the provider has taken action to ensure effective risk assessment is in place to ensure children's safety.

The provider will be able to give parents further information about this.

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](#).

