

Complaint about childcare provision

Ref: EY538029/5440348

Date: 2 June 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 22 May 2023, we carried out an inspection and found the provider was not meeting some of these requirements.

The report and inspection outcome will be published in due course. Following the inspection we served a welfare requirements notice on 24 May 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 24 May 2023:

- ensure safeguarding concerns are recorded in line with the local safeguarding partnership (LCP) policy and procedures
- ensure that staff know how to recognise hazards and that they take swift action to minimise risks to children's safety
- maintain an accurate record of the times that children attend the setting.

Additional actions needed by the later date of 12 June 2023:

- ensure the designated safeguarding leads have a secure knowledge and understanding of what to do in the event of concerns about children and staff, and follow the local safeguarding partnership (LSP) procedures, including sharing information with the relevant agencies
- ensure the policy for managing allegations is in line with the LSP procedures and report any concerns about staff to the local authority designated officer (LADO)
- improve the deployment of staff and the supervision of children to meet the children's needs, engage them in learning and ensure their safety
- implement an effective key person system and ensure staff know the children well and

are able to meet their individual needs.

On 31 May 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 due by 24 May 2023, raised at their last inspection.

We found that the provider had improved the recording of children's attendance and of safeguarding matters, including existing injuries. The provider has also made several changes to the premises and routines to improve children's safety. For example, they have removed barriers to fire doors, provided floor mats to reduce the likelihood of slips when children play with water and reviewed the toddler's sleeping arrangements.

Additionally, during the regulatory visit on 31 May 2023, we found the provider was not meeting other requirements but had taken action to put this right. The provider has spoken with staff about how to complete medication records and now reviews these documents to ensure they contain sufficient and accurate details.

On 13 June 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 due by 12 June 2023, raised at their last inspection.

We found that the provider had reviewed their safeguarding policies and procedures, including regarding allegations against staff, whistleblowing and the use of cameras and other technology devices. The provider, who is the designated safeguarding lead, and the deputy designated safeguarding lead have both updated their knowledge of how to report concerns, including sharing information with other agencies. The provider has worked with the staff to consider how they will meet children's individual needs, such as through engaging them more effectively in their learning and supervising them closely. Furthermore, every child has now been allocated a key person and parents have been informed who their child's key person is.

We are satisfied the provider has met all 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](#).