

Complaint about childcare provision

Ref: EY333199/5422590

Date: 23 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 20 April 2023 we received concerns that the provider was not meeting some of these requirements.

On 15 May 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have 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 29 May 2023:

- ensure that ratio requirements are understood and met at all times
- ensure safeguarding policies and procedures are in place, including the safe use and storage of mobile phones/cameras, and these are understood by assistants
- implement effective and robust recruitment procedures to assess assistants' suitability and ensure all adults looking after children are suitable to fulfil the requirements of their role
- ensure assistants have appropriate induction, training, skills and knowledge, to help them have a clear understanding of their roles and responsibilities

- maintain a daily record of attendance which accurately shows children's arrival and departure times, to ensure children's safety
- keep a written record of all accidents/injuries and first aid provided, including existing injuries
- implement and understand the importance of a rigorous system to identify and remove hazards, to keep children safe
- ensure all information is readily available for inspectors to review, including accident records, relevant policies, and suitability checks
- ensure that notifications regarding changes to household members are made within the required timescale.

On 02 June 2023, we monitored the response through inspection and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course. The provider will be able to give parents further information about this.

On 23 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, raised at their last inspection. We found that the provider had improved their safeguarding knowledge including how to manage allegations and how to make referrals if they were concerned about a child. The provider had taken steps to provide their assistant childminder with support and coaching to ensure they had the appropriate skills and knowledge. The provider ensured that children were supervised adequately, and this included when they were eating. The provider had implemented a range of positive strategies for managing behaviour. Lastly, the provider had organised the environment effectively to meet the needs of the children, including meeting the indoor space requirements.

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](#).