

Complaint about childcare provision

Ref: EY486949/5447850

Date: 3 July 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 2 and 22 May 2023, we received concerns that the provider was not meeting some of these requirements. On 30 May 2023, the provider also notified us of a significant incident. This notification means the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event.

On 27 June 2023, we carried out a regulatory visit. We found that 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 14 July 2023:

- ensure that risk assessments are effective in informing staff practice to keep children safe
- promote the good health of children attending the setting
- improve the key-person system and ensure that every child's care is tailored to meet their individual needs
- ensure that fresh drinking water is available and accessible to children at all times
- ensure that arrangements are in place to support children with special educational needs and/or disabilities
- make information about the food and drinks provided for children available to parents and/or carers.

On 20 July 2023, we carried out an unannounced regulatory visit. We found that the provider has provided training for staff to enable them to implement effective risk assessments and keep children safe. Health and hygiene routines have been strengthened.

Fresh drinking water is now available and accessible to children at all times. The key-person system has been improved, which means that every child's care is tailored to meet their individual needs. Staff now fully understand their responsibilities. The provider has revised the arrangements to support children with special educational needs and/or disabilities. This means that all children are now included. The provider has also developed procedures for ensuring parents are updated with information about the food and drinks provided for children.

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](#).