

## **Complaint about childcare provision**

Ref: EY479513/5463764

Date: 22 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](http://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 12 June 2023, we received concerns that the provider was not meeting some of these requirements.

On 16 June 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. Actions needed by 27 June 2023:

- ensure all staff have a secure knowledge and understanding of safeguarding policy and practice, including the procedure to follow if an allegation is made and the role of the Local Authority Designated Officer (LADO)
- provide effective supervision, support and guidance to the manager and staff team, so that they can improve their knowledge and skills
- improve the deployment of staff to make sure that children are appropriately supervised at all times to ensure their safety
- take steps to ensure that risks to children's safety are identified, removed or minimised, in particular while children are playing outdoors.

On 28 June 2023, we visited the provider to monitor the actions set. We found the provider had met some of the safeguarding and welfare actions but not others. There are now suitable plans in place to ensure staff are deployed effectively and children are closely supervised at all times. Staff had improved their knowledge and understanding of safeguarding policy and procedures. However, they have not met all the actions set. We have served another welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. Actions needed by 12 July 2023:

- ensure all staff receive training, coaching and support that enables them to provide high quality learning and development experiences for all children
- implement an effective key-person system to ensure that all staff are familiar with, and able to meet children's emotional and developmental needs
- ensure the areas designated for the preparation of food are hygienically maintained at all times
- ensure staff consistently follow effective behaviour management strategies to support children to understand what is expected of them
- improve the risk assessment process to ensure that the manager and staff take appropriate action to remove or minimise hazards to children.

On 18 July 2023, we visited the provider to monitor the actions set. We found that the provider had taken steps and meet all actions. The provider had improved their knowledge and understanding of risk assessment. The provider and staff improved their knowledge to implement an effective key person system to meet children's individual needs and manage children's behaviour successfully. Furthermore, food preparation areas are kept clean and hygienic.

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](#).