

Complaint about childcare provision

Ref: 2570365/5485261

Date: 24 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 7 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 21 July 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. The provider is still registered with Ofsted.

Actions needed by 7 August 2023:

- implement coaching, guidance and monitoring of assistants to ensure they have a clear understanding of their roles and responsibilities and are competent in any areas of work they undertake
- implement robust risk assessments to minimise the risk of harm to children, ensure all risks and hazards to children's safety are identified, removed, or minimised in a timely way
- ensure that the equipment is organised in a way that meets the needs of all children including the availability of suitable facilities for the hygienic preparation of food and other sterile equipment
- ensure that all staff interact with children in a positive ways, to support children's good

well-being and to manage their behaviour effectively.

On 10 August 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the welfare actions. We found that the provider had responded to the actions set. They had improved their knowledge and understanding of implementing effective supervisions for their assistants. The provider understands how to identify and remove risks, to ensure the safety of children. They have taken action to improve the organisation of the setting, including the facilities for the safe and hygienic preparation of food. The provider has improved staff's understanding of supporting children's well-being and how to manage behaviour effectively.

However, during the regulatory visit on 10 August 2023, we found new areas of concern. This means that the provider was not meeting requirements as set out in the Statutory framework for the early years foundation stage.

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. The provider is still registered with Ofsted.

Actions needed by 25 August 2023:

- ensure adult-to-child ratios are adhered to at all times to promote the individual needs of all children.

We will monitor the provider's response to ensure the action is successfully completed.

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](#).