

Complaint about childcare provision

Ref: EY468871/5523125

Date: 15 September 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.

We received concerns on 24 August 2023, 25 August 23 and 7 September 2023, that the provider was not meeting some of these requirements.

On 12 September 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 29 September 2023:

- improve leaders and staff knowledge and understanding of safeguarding, with particular regard to when allegations are raised about members of staff
- ensure that the correct procedures are followed in respect of any allegations against staff to help protect children from harm
- make sure that staff are deployed effectively to meet children's needs
- support staff to implement appropriate strategies to manage children's behaviour effectively
- improve knowledge and understanding of risk assessment and ensure that staff identify and minimise or remove any risks to children's safety.

On 3 October 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 the last visit.

We found that leaders and staff have improved their knowledge and understanding of safeguarding. They are aware of the correct procedures to follow in respect of any allegations made against staff. Leaders ensure that staff are deployed effectively to meet children's needs. Risk assessment is effective. Leaders have ensured that staff have

developed their knowledge and understanding of risk assessment. Staff ensure that any risks or hazards are identified and minimised, to help keep children safe. Leaders have reviewed how staff manage children's behaviour. Children have helped to create their own nursery rules. Staff place a strong focus on promoting positive behaviour which helps children learn how to behave well.

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](#).