

Complaint about childcare provision

Ref: EY484837/5479019

Date: 22 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.

On 2 July 2023 and 20 July 2023, we received concerns that the provider was not meeting some of these requirements. On 24 July 2023, the provider notified us of an injury sustained by a child which led to them needing medical attention. On 8 August the provider notified us of an incident whereby a child was found not being adequately supervised by staff. On 14 August 2023 the provider notified us of an incident where a child with a special dietary requirement was able to access food/drink that they couldn't consume. These notifications mean that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of such incidents.

On 21 August 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served two welfare requirements notices. These are legal notices that require 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 25 August 2023:

- ensure staff adequately supervise child while they eat
- deploy staff appropriately so that children's care needs are prioritised at all times
- ensure risk assessment process are effective in identifying and addressing potential hazards to children
- ensure staff who prepare and handle food are competent to do so, so that children's special dietary requirements are respected and catered for
- take all necessary steps to prevent the spread of infection when staff or children become ill.

Actions needed by 9 October 2023:

- ensure the named deputy is capable to take charge in the manager's absence
- ensure that training and performance management processes are effective in making sure staff understand and fulfil their roles and responsibilities in meeting the requirements of the 'Statutory framework for the early years foundation stage' at all times.

On 29 August 2023, we carried out a regulatory telephone call to monitor the actions needed by 25 August 2023. We found that the provider had put processes in place to make sure staff always supervised children while they eat. They had strengthened the arrangements for staff deployment. The provider had improved risk assessments and made sure that hazards are quickly identified and addressed. Staff who handle and prepare food had refreshed their knowledge and confirmed their understanding of how to meet children's special dietary requirements. The provider has made assurances that children and staff's health will be prioritised through taking all reasonable steps to prevent the spread of infection when illness is next identified.

We are satisfied the provider has met these safeguarding and welfare actions raised. The provider is still registered with Ofsted.

On 24 August 2023 and 12 September 2023, we received further concerns that the provider was not meeting some of the legal requirements set out in the Statutory framework for the early years foundation stage.

On 13 September 2023, we carried out a regulatory telephone call. On 21 September 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served another welfare requirements notices. This is a legal notices that require 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 9 October 2023:

- ensure robust risk assessments are in place and that staff adhere to them, so children are kept safe when they are collected from the setting
- ensure staff are effectively deployed so that children are well supervised at all times, including when they are being collected from the setting
- ensure an accurate record of children's attendance is maintained.

On 10 October 2023, we carried out an inspection to monitor the actions needed by 9 October 2023. We found that the provider had met the actions raised. The report and

inspection outcome will be published in due course.

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](#).