

## **Complaint about childcare provision**

Ref: EY491691/5542855

Date: 13 November 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 11 October 2023, we carried out an inspection and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 27 October 2023. 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 03 November 2023:

- ensure that recruitment procedures are robust, so that people who have regular contact with children are suitable to do so
- ensure that staff have up-to-date knowledge of safeguarding matters so that they can identify signs of abuse
- ensure fresh drinking water is always available and accessible to children
- ensure that there are suitable hygienic changing facilities for changing children who are in nappies
- implement an effective key-person system, which offers a settled relationship for children and builds relationships with parents
- provide all staff with effective supervision, which includes coaching and training to help staff understand their roles and responsibilities and promotes the interests of children
- ensure staff can identify hazards in the environment so that children are not exposed to risk
- strengthen partnership working with parents to ensure parents are aware of the staffing structure at the setting, including who their child's key person is.

We will monitor the provider's response to ensure the actions are successfully completed.

On 08 November 2023, we carried out a monitoring visit. The focus of the visit was to check whether the provider had met the actions set out in the welfare requirements notice.

We found that the provider has robust recruitment procedures in place to ensure that anyone who is in direct contact with children is suitable to do so. We also found that staff had completed safeguarding training and now have sufficient knowledge to be able to recognise signs that a child may be at risk of harm. There is fresh drinking water available to children which they can always access. Since the inspection, the changing facilities have been cleaned and a new changing mat has been purchased to ensure this area is hygienic for changing children's nappies. The provider has also reviewed the key person system to ensure staff develop close relationships with children and their families. The provider has also implemented an effective system for supervising staff which includes meeting with them regularly to discuss children's development, how they can improve their own skills, and discuss any concerns they may have about children. We also found that staff have an improved knowledge of identifying hazards in the environment and how to reduce risks to children. The provider has shared the management structure with parents and has displayed a notice detailing which member of staff is the key person for each child.

We are satisfied the provider has met the actions set out in the welfare requirements notice. The provider is still registered with Ofsted.

The next step will be a further full inspection.

## **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](#).