

## **Complaint about childcare provision**

Ref: EY318077/5580115

Date: 23 January 2024

### **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](https://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 4 December 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. 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 4 January 2024:

- take all necessary steps to keep children safe and well and reduce risks to their well-being
- ensure there is an effective key person structure and staff fulfil their role as a key person effectively, so that the care and education provided are tailored to meet the needs of every child including children who speak English as an additional language
- ensure information about children's care, learning and development is accurately and effectively shared with parents and carers
- take all necessary steps to ensure the premises is secure from unknown persons gaining access to the building
- ensure staff and leaders meet the needs of children who have special educational needs and/or disabilities and demonstrate inclusive practice.

On 10 January 2024, we carried out a regulatory visit to monitor the actions set on the welfare requirements notice. We found that the provider had met some of the safeguarding and welfare actions but not others. The provider has taken action to ensure the premises is safe and secure. They have re-assessed risks to children and taken appropriate steps to remove or reduce these hazards. The provider has also taken steps to inform parents and

carers of vital information about their child's time at the setting. However, they had not met other actions set in the welfare requirement notice. 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. The provider will be able to give parents further information about this.

Actions needed by 4 February 2024:

- ensure staff and leaders meet the needs of children who have special educational needs and/or disabilities and demonstrate inclusive practice
- ensure there is an effective key-person system and staff fulfil their role as a key person effectively, so that the care and education provided are tailored to meet the needs of every child including children who speak English as an additional language

On 6 February 2024, we carried out a regulatory visit to monitor the actions set on the welfare requirements notice. We found that the provider had taken action to ensure that all children are assigned a key worker. Staff know the children that they care for well. Staff are aware of each child's home language, medical needs and any additional support that they may require. Those children with special educational needs and/or disabilities, all have a key worker. Lead members of staff ensure that appropriate referrals are made to other professionals so that support can be provided to those children.

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](#).

