

## **Complaint about childcare provision**

Ref: EY309583/5643322

Date: 27 February 2024

### **Summary of outcome**

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 24 January 2024, we received a notification that this provider was not meeting some of these requirements. On 6 February 2024, we carried out an unannounced regulatory visit. Following this visit, we served the provider with 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 5 March 2024:**

ensure that staff working as apprentices in early education who are included in the ratios at the level below their level of study, are competent and responsible to fulfil their role

deploy staff effectively to ensure that children are adequately supervised, kept safe and their individual needs are met at all times

implement appropriate arrangements for the supervision of staff who have contact with children and families to provide support, coaching, and training so that staff have the skills and knowledge to fulfil their roles and responsibilities

ensure staff's emotional wellbeing is supported through effective supervision arrangements that promote a culture of mutual support, teamwork, and continuous improvement

ensure there is a named deputy who, in their judgement, is capable and qualified to take charge in the manager's absence and understands their role and responsibilities

ensure the practitioner designated to take lead responsibility for safeguarding children in the manager's absence has the required training so that they can provide support, advice and guidance to any other staff on an ongoing basis, and on any specific safeguarding issue as required

ensure that food is prepared and served in a way that is appropriate for the age of children and ensure children are adequately supervised whilst eating

implement effective key person arrangements so that every child's care is tailored to their individual needs, and children's emotional needs are met at all times, particularly during

preparation for lunchtime

make sure the premises and equipment are organised in a way that meets the needs of children at all times, and particularly during preparation for lunchtime.

On 26 February 2024 and 5 March 2024, we received further concerns that this provider was not meeting some of these requirements. On 7 March 2024, we carried out an unannounced inspection. Following this visit, we served the provider with a second Welfare Requirements Notice. The provider will be able to give parents further information about this. 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](#).