

## **Complaint about childcare provision**

Ref: EY444562/5641686

Date: 22 March 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 22 January 2024 and 1 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 8 February 2024, 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 26 February 2024:

- implement effective plans for children who have special educational needs and/or disabilities to promote their learning and development
- record all staff vetting processes, including the criminal records check reference number, the date a check was obtained and details of who obtained it
- maintain accurate records for the safe and efficient management of the setting, with particular regard to staff signing-in records
- ensure that at least one person who has a current paediatric first aid (PFA) certificate is on the premises and available at all times when children are present and that a paediatric first aider is able to respond to emergencies quickly
- maintain a record of all complaints and ensure any written complaints are investigated and that an outcome is sent to the complainant within 28 days.

On 29 February 2024, we completed a monitoring visit to assess what action the provider has taken to meet the welfare requirements notice. We found that targets and plans for children who may have special educational needs and/or disabilities have now been shared with their key-person. We were able to see evidence of Disclosure and Barring Service checks for staff on the premises. There were staff available downstairs who had a paediatric

first aid certificate and further staff were booked onto training imminently. However, signing in records were not accurate because the manager had signed in all day on one occasion, when in fact, she had left the premises at certain times and this was not recorded. We were unable to see whether a complaint had been responded to in writing, due to technical difficulties with the IT systems.

In addition, we found that children did not have access to fresh drinking water and they were not being taken outdoors daily for fresh air. We also found staff did not risk assess the equipment and whether it was age appropriate or suitable for the children using it. This potentially placed children at risk. Furthermore, the meals being prepared were not healthy or nutritious and did not take into account 'Example menus for early years settings in England' which includes guidance on menu planning.

We also found that the system in place to gather information to make decisions about staff suitability was not good enough. In addition, there are no effective systems in place to robustly assess staff's continued suitability. We also found individuals on the setting completing work experience or placements where no information had been recorded about them.

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 8 April 2024:

- ensure you keep appropriate documentation on any person living or working on the premises - this includes their name, home address and telephone number
- maintain a record of all complaints and ensure any written complaints are investigated and that an outcome is sent to the complainant within 28 days
- ensure fresh drinking water is always available and accessible to children
- ensure suitable risk assessments are in place for the equipment to ensure children are kept safe
- ensure that outdoor activities are planned and taken on a daily basis
- implement an effective system to ensure that people looking after children are suitable - this includes obtaining information which may affect their suitability to work with children
- put in place appropriate arrangements for the supervision of all staff, including managers,

to provide support, coaching, and training and encourages the confidential discussion of sensitive issues.

- ensure a daily record of the names is kept of the children being cared for on the premises, their hours of attendance and the names of each child's key person
- ensure meals are healthy, balanced and nutritious, taking into account section 4 of 'Example menus for early years settings in England' which includes guidance on menu planning, which staff preparing food will find helpful.

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

### **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](#).