

Complaint about childcare provision

Ref: EY471213/5603348

Date: 21 December 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 28 November 2023 and 3 December 2023, we received concerns that the provider was not meeting some of these requirements.

On 5 December 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 22 December 2023

- improve staff's knowledge and understanding of risk assessment and ensure all reasonable steps are taken to identify, minimise or remove any risks to keep children safe
- improve parent partnerships and share any relevant information in a timely manner, with particular regard to how risks within the nursery are managed
- devise and implement a policy for the safe use of mobile phones and cameras in the setting.

On 13 December 2023, we received concerns that the provider was not meeting some of these requirements.

On 25 January 2024, 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 15 February 2024. 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 29 February 2024:

- ensure procedures for risk assessment are effective so that any hazards that pose a risk

to children's health and safety are swiftly identified, removed or minimised

- ensure staff consistently follow robust procedures so that children's individual dietary needs are met
- ensure that all staff, including apprentices, benefit from effective supervision to help them fully understand all aspects of their role and responsibilities
- implement an effective key-person system to ensure each child's individual care and learning needs are consistently met, including those with SEND
- ensure all relevant information is gained so complaints can be fully investigated.

On 6 March 2024, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last inspection.

On 6 March 2024, the provider responded to the actions set. We found that the provider had improved the use of risk assessment to ensure the environment and equipment are safe for children. The provider has made improvements so that staff consistently follow robust procedures to ensure children's dietary needs are met. They have taken action to ensure all staff, including apprentices, benefit from effective supervision to ensure they fully understand all aspects of their roles and responsibilities. We found that improvements have been made to the key person system to ensure each child's needs are met. The provider has improved the procedures for ensuring all relevant information is gathered so that complaints can be fully investigated.

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](#).

