

Complaint about childcare provision

Ref: EY430816/5662081

Date: 4 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 19 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 29 February 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirement 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 28 March 2024:

- improve all staff's understanding of child protection matters and know to raise concerns to agencies with statutory responsibilities in line with local procedures

- improve staff understanding of who they can refer to beyond the designated safeguarding lead (DSL) if they have concerns about the conduct of individuals who work with children and families

- make sure all staff have appropriate and robust induction, to help them have a clear understanding of their roles and responsibilities
- put appropriate arrangements in place for the supervision of all staff who have contact with children and families to improve personal effectiveness
- take steps to strengthen staff's understanding of the role of the key person to help ensure that every child's individual needs are met continuously
- improve staff deployment so all children are supervised consistently across the provision, including high-risk times while children are eating
- ensure that outdoor spaces are fit for purpose and suitable for the children cared for
- ensure all children have regular access to outdoor play areas, or alternative outdoor activities are planned and taken on a daily basis
- ensure staff practice consistently promotes the good health of the children they look after
- ensure risk assessments are conducted consistently to identify and mitigate issues swiftly to assure the setting is safe, suitable, and hygienic at all times
- records for the safe and efficient running of the provision are easily accessible and available to those who have a right and professional need to see them
- ensure due diligence is taken to meet duty of care towards staff, to provide appropriate

support and promptly address any issues of poor conduct.

On 2 April 2024, we found the provider had met the safeguarding and welfare actions. Significant improvements have been made to improve staff's knowledge in relation to child protection issues and reporting processes. Steps have been taken to address the weaknesses in risk assessment, staff deployment, key person approach, staff induction and supervision processes. Furthermore, action had been taken to address the issues in the nursery gardens to ensure children have regular access to safe outdoor play. 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](#).