

Complaint about childcare provision

Ref: 2704148/5666565

Date: 18 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 23 February and 4 March 2024, we received concerns that the provider was not meeting some of these requirements. On 13 March 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.

Actions needed by 3 April 2024:

- ensure that all staff are trained to understand the safeguarding policy and procedures and they have an up-to-date knowledge of safeguarding issues

- ensure the lead practitioner attends a child protection training course to improve their knowledge and understanding of safeguarding, considering any advice from the local safeguarding partnerships on appropriate training courses

- improve the procedures to ensure that children are usually within sight and hearing and always within sight or hearing when children are eating

- implement effective staffing arrangements to meet the legal requirements and the needs

of the children and ensure their safety

- the manager must hold an approved level 3 qualification and half of all other staff must hold an approved level 2 qualification

- ensure there is at least one member of staff for every five children aged two years old, at least one member of staff must hold a level 3 qualification and half of all other staff must hold a level 2 qualification

- take all reasonable steps to ensure that staff and children are not exposed to risks and demonstrate how risks are managed, identify areas of the environment that need to be checked regularly when and by whom they will be checked and how the risk will be removed or minimised

- implement an effective key person system to ensure that every child's care is tailored to meet their individual needs to support children.

On 17 April 2024, the first day of term following the Easter holidays, we completed an unannounced visit to monitor the welfare requirement notice.

We found the provider had taken effective action to meet the legal requirements. They have recruited more experienced, qualified staff to meet the required ratios. The provider has implemented an effective risk assessment to minimise risk. Staff understand their roles and responsibilities and ensure they supervise children effectively. They conduct regular head counts and check the children's names against the attendance register, to ensure everyone is accounted for. The key person system has been improved along with the procedures to help children settle into the nursery. All staff have completed safeguarding training, including the designated safeguarding lead. They know how to protect children and keep them safe.

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](#).