

Complaint about childcare provision

Ref: EY558332/5650485

Date: 9 February 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 2 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 7 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.

Actions needed by 18 February 2024

- put appropriate steps in place to monitor the deployment of staff, so children are always supervised effectively during mealtimes

- take action to ensure that the premises is clean and fit for purpose, including being compliant with health and safety legislation and hygiene requirements

- take action to ensure all fire doors are free of obstruction and easily opened from the inside, to ensure the safety of children and staff

- ensure appropriate sleeping arrangements are in place for children, providing bedding that is in good condition and clean
- ensure nappy changing facilities are always suitably hygienic
- take action to ensure children are not exposed to risks, ensuring hazards are identified, and managed effectively

Actions needed by 8 March 2024

- take action to ensure all staff have a clear understanding of their roles and responsibilities, including how to recognise health and safety issues
- ensure staff supervision arrangements are effective, identifying gaps in their knowledge and practice, to improve their personal effectiveness
- ensure staff deployment arrangements are effective in consistently meeting the individual needs of the children and ensuring their safety
- provide staff with support and coaching to implement appropriate and consistent strategies for managing children's behaviour, to help all children to feel safe and understand how to manage their own feelings and behaviour
- ensure that the needs of children with SEND are met through agreed strategies that are understood and consistently implemented by all staff.

On 19 February 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 that were raised at their last visit and required to be actioned before 18 February 2024. The provider had taken the necessary action to ensure the safety of the premises and taken steps to improve risk assessment to identify and eliminate risks. In addition, the provider had taken action to ensure the environment was hygienic and meets health and safety legislation. Appropriate sleeping arrangements for children are in place, and all fire exits clear from obstruction. Furthermore, the provider has taken steps to ensure adequate supervision of children at mealtimes to ensure their safety.

On 13 March 2024, we carried out an inspection and monitored whether the provider had met the remaining safeguarding and welfare actions that were raised following the regulatory visit 7 February 2024. We found the provider was not meeting some of these requirements and had not taken appropriate action to meet some previously raised actions. The report and inspection outcome are published online.

Following the inspection, we served welfare requirements notice on 19 March 2024. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 19 April 2024

- take action to ensure all staff have a clear understanding of their roles and responsibilities, including how to recognise health and safety issues

- ensure staff supervision arrangements are effective in identifying gaps in staff's knowledge and practice, to help improve their personal effectiveness

- ensure staff deployment arrangements are effective in consistently meeting the individual

needs of the children, including those with special educational needs and/or disabilities

- provide staff with support and coaching so they can implement appropriate and consistent strategies for managing children's behaviour, to help all children to feel safe and understand how to manage their own feelings and behaviour
- ensure a separate baby room for children under the age of two is used appropriately to meet these children's needs
- take action to implement a rigorous system for risk assessment to ensure hazards are identified and managed effectively and promptly, so that children are not exposed to risks.

On 24 April 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.

We found that the provider has taken action to strengthen staff's knowledge and understanding of their roles and responsibilities. Staff supervision arrangements have been reviewed to ensure they are effective to identify and address any gaps in staff's knowledge, supporting staff to improve their own personal effectiveness. The provider has also taken action to ensure staff deployment is effective to meet children's needs, and ensure staff are effectively implementing appropriate and consistent behaviour management strategies. The provider has ensured the youngest children have appropriate access to a separate baby room to ensure their individual needs are met. Furthermore, the provider has taken additional action to ensure all staff have a secure understanding of risk, and their ability to identify and respond appropriately to hazards to ensure children's safety. Ofsted is satisfied the provider has met the safeguarding and welfare actions raised.

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](#).