

## **Complaint about childcare provision**

Ref: EY440629/5789543

Date: 9 September 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](http://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 26 July 2024, we received concerns that this provider was not meeting the safeguarding and welfare requirements relating to 'Staff: child ratios and Safety and suitability of premises, environment and equipment'.

On 29 July 2024, the provider notified us about an incident relating to the 'Safety and suitability of premises, environment and equipment' requirements when staff left a child unsupervised for a short time, while on an outing. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event, which is likely to affect the suitability of any person who cares for/is in regular contact with children on the premises.

On 2 August 2024, we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements and had taken action to put this right. The provider carried out a review of their risk assessment to establish what had gone wrong. They found that policies and procedures had not been followed. Additional measures were actioned to ensure that all children are adequately supervised and kept safe. The provider checked staff's understanding of their roles and responsibilities and the setting's procedures and procedures. They provided refresher training for staff.

On 30 August 2024, the provider notified us of a further significant incident relating to requirements 'Safety and suitability of premises, environment and equipment'. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 4 September 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 2 October 2024:

- ensure staffing arrangements keep children safe and that children are always adequately supervised
  
- improve the procedures for managing risks and ensure that staff fully understand and implement risk assessments so that children are able to play safely
  
- ensure all staff have a secure understanding of how to organise and adapt the premises and equipment to ensure they meet the needs of all children attending
  
- ensure that all staff understand their roles and responsibilities
  
- improve the quality of supervision for staff; provide coaching, training and support and address issues as they arise.

On 8 October 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 in the welfare requirements notice. The information gathered suggests that the provider is now meeting the requirements of their registration. The provider has developed their risk assessment practices so that staff are deployed effectively, and children appropriately supervised. They have re-trained staff to ensure they are fully aware of their roles and responsibilities, including how to identify and minimise risks to keep children safe. The provider has procedures in place to oversee and monitor the environment and support staff to

understand and develop their practice. 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](#).