

Complaint about childcare provision

Ref: EY556029/5847559

Date: 28 January 2025

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 <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 9 October 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Staff: child ratios, Health, Safety and suitability of premises, environment and equipment, Information and record keeping.

On 11 December 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.

Action needed by 10 January 2025:

- ensure children are not exposed to risks, particularly in the outdoor area and staff are able to demonstrate how risks and hazards are managed
- ensure there is an adequate number of hand basins available for children to access
- ensure that a record of information about the criminal records check reference number, the date a check was obtained and details of who at the setting obtained it are in place.

Action needed by 7 February 2025:

- ensure that all staff including the manager receive effective supervision which provides support, coaching, and training that promotes the interests of children

On 17 January 2025, we carried out a regulatory visit. We found the provider had responded to one of the actions set. There are now appropriate records in place for the criminal record checks. We also found that the provider was not meeting some of the requirements. We have served another 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.

Action needed by 7 February 2025:

- ensure that risk assessment considers specific issues across the setting including routine and activities and effectively demonstrates how these will be managed to inform staff practice
- ensure that all safeguarding policies and procedures are up to date to keep children safe and meet the EYFS requirements
- ensure that all staff receive induction, training and support that promotes the most recent requirements of the EYFS to effectively fulfil their roles and responsibilities.

On 17 January 2025, we carried out a regulatory visit. We found the provider had responded to some of the actions set. There are now appropriate records in place for the criminal record checks. The bathrooms second hand basin has now been repaired and is available for children to access. We also found that the provider was still not meeting some of the requirements. We served a second 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.

Action needed by 7 February 2025:

- ensure that risk assessment considers specific issues across the setting including routine and activities and effectively demonstrates how these will be managed to inform staff practice
- ensure that all safeguarding policies and procedures are up to date to keep children safe and meet the EYFS requirements
- ensure that all staff receive induction, training and support that promotes the most recent requirements of the EYFS to effectively fulfil their roles and responsibilities.

On 13 February 2025, we carried out a regulatory visit. We found the provider has responded to the actions set. All staff including the manager now have effective supervision in place which provides support, coaching, and training that promotes the interests of children. The setting has completed a full review of risk assessment which now considers issues across the setting, including routine and activities. A team meeting has taken place to discuss risk assessment within everyday practice. All staff have also read and signed to confirm they understand the risk assessments that are now in place to ensure children's safety. A full review of the settings safeguarding policies and procedures has also been completed, these are now up to date to ensure they meet the EYFS requirements. Staff have also received training and support to know and understand the safeguarding policies and

procedures relating to the EYFS requirements so that they can fulfil their roles and responsibilities effectively.

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](#).