

Complaint about childcare provision

Ref: 2561779/5665321

Date: 15 April 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 21 February 2024 and 1 March 2004, we received concerns that the provider was not meeting some of these requirements.

On 19 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.

Actions needed by 12 April 2024

- ensure that all required information is provided to Ofsted so that suitability checks can be completed in respect of all adults living on the premises and/or working with children
- ensure that sufficient adult:child ratios are maintained at all times so that the individual needs children's needs are met
- ensure children are only left in sole care of assistants for two hours at most in a single day, and only when all of the assistants' suitability checks have been completed
- take steps to ensure that the premises are suitable for the childcare activities being provided, including the arrangements for standards of hygiene. This includes having the appropriate permissions to operate
- keep an accurate and organised daily record of the names of the children being cared for on the premises, their hours of attendance and the names of each child's key person
- gain and understanding of significant events and information that must be reported to Ofsted, and the timescales for doing so.

On 11 April 2024, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the actions raised in the welfare requirements notice following

their visit on 19 March 2024.

We found that the provider had improved their knowledge and understanding of notifications to Ofsted. The provider had moved their registered premises to ensure that the relevant permissions to operate as a childcare provider were now in place. The provider had implemented suitability checks for a household member and revisited all significant information that must be shared with Ofsted. The provider demonstrated that she was meeting adult to child ratio requirements and understood her duties of ensuring that her assistants are never left alone for more than two hours in a single day. All required records for the safe management of the setting were accessible and appropriately maintained. Therefore, we are satisfied that all actions were appropriately addressed.

During the visit we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years' foundation stage. In relation to the new areas of concern we issued the following actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 26 April 2024:

- ensure that children have sufficient opportunities to learn and reach a good standard in English language during the early years foundation stage
- ensure children are kept safe while on outings and in the home, providers must assess potential risks or hazards for the children, and must identify the steps to be taken to remove, minimise, and manage those risks, this also includes tripping risks in the home environment
- review and improve how the environment and equipment are organised, to increase opportunities for children to explore and lead their own play.

On 22 April 2024, the provider responded to the actions set.

The provider has considered how she will introduce more opportunities for children to hear and speak English throughout the day so that they have a good grasp of the English language when they start school. The provider has implemented daily risk assessments to help keep the home environment safe and free from hazards. She has undertaken an outings risk assessment and considered risks that are present or may occur. This helps to ensure the play spaces are safe and suitable for children. The provider has considered the play environment so that it is better organised and supports children in their play and learning.

We are 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](#).