

Complaint about childcare provision

Ref: 2758539/5614477

Date: 5 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 14 December 2023, we received concerns that the provider was not meeting some of these requirements.

On 20 December 2023, the provider notified us about an incident where a child was provided with access to a product that they were allergic to. 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 any significant event which is likely to affect the suitability of any person who is in regular contact with children on the premises where childcare is provided.

On 18 January 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. The provider is still registered with Ofsted.

Actions needed by 1 February 2024:

- ensure that risk assessment is used effectively to identify any risks to children's health and safety and make sure that action is taken to remove or minimise these in a timely way
- ensure that hygiene practices and procedures promote the good health of all children
- implement effective procedures for checking the suitability of any people, including staff, who have regular contact with children
- ensure that information obtained from parents about children's dietary needs is acted on in an appropriate and timely way
- ensure that there is an effective policy and procedure in place for managing complaints,

including maintaining a written record of any complaints received and their outcome

- make sure that all required information and records are sufficiently organised and are easily accessible and made available upon request.

We will monitor the provider's response to ensure the actions are successfully completed.

On 6 February 2024, we carried out an inspection. The focus of the inspection was to check whether the provider had met the safeguarding and welfare actions raised at their last visit.

The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 16 February 2024. 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 1 March 2024:

- ensure that risk assessment is used effectively to identify any risks to children's health and safety and make sure that action is taken to remove or minimise these in a timely way
- ensure that the deployment of staff is effective so that children are adequately supervised and their needs are met at all times
- ensure that hygiene practices and procedures promote the good health of all children
- make sure that all staff responsible for the handling of food fully understand information obtained from parents about children's dietary needs
- ensure that there is an effective policy and procedure in place for managing complaints, including maintaining a written record of any complaints received and their outcome
- make sure that all required information and records are sufficiently organised and are easily accessible and made available upon request
- embed an effective key-person system that helps children to form secure and settled relationships in order to meet their physical and emotional needs
- embed systems for the supervision of all staff to ensure that they are provided with regular opportunities for support, coaching and to discuss confidential issues.

On 5 March 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.

On 5 March 2024 the provider responded to the actions set. We found that the provider had improved the use of risk assessment to ensure that environments and equipment are safe for children. They have taken action to improve the deployment of staff to ensure that all children are properly supervised. The provider has improved hygiene practices and procedures to promote the good health of children and implemented new procedures to ensure that all staff who work with children understand their dietary needs. The provider has now implemented an effective complaints procedure and has made sure that all required information and records are organised and available. We found that improvements have been made to the key person system to help meet every child's individual needs. The manager has implemented appropriate arrangements to provide all staff with regular opportunities for supervision.

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](#).