

Complaint about childcare provision

Ref: 404556/5787944

Date: 9 August 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 24 and 25 July 2024, we received concerns that the provider was not meeting some of these requirements. On 8 August 2024, we completed a regulatory visit. We found that the provider was clear about the process to follow if there were any changes to their suitability or the suitability of any household member. Children were settled in the provider's care and were provided with healthy meals and fresh drinking water. The provider has a good understanding of the Staff:child ratios and how to handle complaints.

We found that the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 12 September 2024:

- ensure the policies and procedures to safeguard children are in line with the guidance and procedures of the local safeguarding partners (LSP)
- attend a child protection course that provides knowledge of how to identify and respond appropriately to signs of possible abuse and neglect or inappropriate behaviour from any other person working with children
- ensure that children's behaviour is managed in an appropriate way
- ensure there are suitable, hygienic facilities for changing any children when on outings that support their right to dignity and privacy.

On 16 September 2024, we carried out a regulatory visit to check whether the provider had met the safeguarding and welfare actions raised at the last visit. We found that the provider has worked with the local authority to update her safeguarding children policy. This is now in line with the guidance and procedures of the local safeguarding partners (LSP). She has attended a child protection course and this has helped her to improve her knowledge of how to identify and respond appropriately to signs of possible abuse and neglect or inappropriate

behaviour from any other person working with children. The provider has updated the supporting behaviour policy and implemented positive support strategies that help children to manage their emotions and behaviour. These new procedures have been shared with parents to support a consistent approach at home and the setting. A new outings risk assessment has been devised and this includes toileting arrangements. The provider has updated her procedures to ensure that there are suitable, hygienic facilities for changing any children when on outings that support their right to dignity and privacy.

We are satisfied with the action taken by the provider.

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](#).