

Complaint about childcare provision

Ref: EY265688/5487331

Date: 29 September 2023

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 11 July 2023 we received concerns that the provider was not meeting some of these requirements.

On 5 September 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 22 September 2023:

ensure staff follow the setting's behaviour management policy to ensure all children's self-esteem and confidence is effectively promoted

implement robust risk assessments and ensure all potential hazards are swiftly identified and removed, in particular, in the outdoor play area

provide effective support, coaching and training to all staff to enable them to develop a clear understanding of their roles and responsibilities

ensure all staff have a clear understanding of their role as key-person to guarantee all children receive specific support to meet their individual needs

ensure the good health of children attending the setting is promoted, with particular regard to handwashing routines for all children, and ensuring the premises and equipment are maintained and meet a good standard of hygiene.

On 27 September we carried out a regulatory telephone call to further discuss the provider's response to the actions raised. We found the provider had met the actions due by 22 September 2023. The provider has taken appropriate steps to ensure the premises are safe. The provider uses effective strategies to support staff's understanding on how to manage children's behaviour appropriately in order to children's confidence and self-esteem. The provider carries out efficient and effective daily risk assessments of the whole environment where children have access to, in order to minimise any potential hazards to children. The provider has put in place sufficient support strategies to monitor and coach staff practice. Planned supervision sessions and regular team meetings enable staff to build on their knowledge and skills. The provider has implemented training and support to build on staff confidence and knowledge of their role of the key person, to ensure all children's individual needs are met fully.

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](#).

