

Complaint about childcare provision

Ref: EY364423/5155995

Date: 8 August 2022

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 10 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 29 June 2022, we carried out a regulatory visit. We found 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 actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 20 July 2022:

- keep all medication stored securely, and out of reach of children at all times
- ensure that the required ratios are met and that the total number of children under the age of eight does not exceed six per adult
- deploy staff effectively to meet children's needs and ensure their safety
- take all reasonable steps to ensure children are not exposed to risks, including cleaning fluids, toiletries and razors in the bathroom
- ensure the procedure that covers the use of mobile phones and cameras in the setting is followed
- ensure that fresh drinking water is always available and accessible to children
- provide suitable equipment for sleeping and ensure children are placed down to sleep safely in line with the latest government safety guidance
- keep records easily accessible and available for inspection
- put effective systems in place to ensure that people looking after children are suitable

- keep a record of complaints and their outcome.

On 28 July 2022, we monitored the actions taken and we found that the provider has improved staffing arrangements. She ensures assistants are deployed effectively and only those vetted by Ofsted are included in ratios and work unsupervised. Medications are stored securely, risk assessments are completed, hazards removed and the procedure for the safe use of mobile phones is followed. The childminder and her assistants have completed training on safer sleep practices. They use suitable beds and place children down to sleep safely in line with the latest government safety guidance. A water station is provided so children have access to fresh drinking water. Records are available for inspection and the systems for recording attendance and any complaints have improved. 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](#).