

Complaint about childcare provision

Ref: EY546271/C350606

Date: 6 December 2018

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. Following the inspection on 13 June 2018 we completed a compliance monitoring visit on 10 July 2018. The provider will be able to give parents further information about this.

Actions set for compliance by 29 June 2018

Ensure that the safeguarding policy is effectively implemented and that staff, including the designated lead for safeguarding, understand their roles and responsibilities in relation to safeguarding children.

Ensure that staff are able to identify signs of potential abuse and neglect at the earliest opportunity and to respond in a timely and appropriate way.

Cooperate with Ofsted's processes to ensure the necessary checks are completed to determine the suitability of new Trustees.

At the visit on the 10 July 2018 we were satisfied with the steps the provider had taken to meet these actions. Actions set for compliance by 20 July 2018

Ensure that all staff, including the manager, receive effective supervision to monitor their performance, identify training needs and provide the opportunity to discuss sensitive issues.

Ensure staff:child ratios are maintained and that staff are deployed effectively to meet the individual needs of the children.

Implement an effective key person system so that every child's learning and care is tailored to meet their individual needs.

Implement effective arrangements to support children with special educational needs and/or disabilities to make good progress and secure external support when needed.

Ensure staff manage children's behaviour appropriately and effectively.

At the visit on 10 July 2018 the provider demonstrated some progress had been made to address these actions. The provider resigned their registration before the time for compliance had elapsed.

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 for five years commencing on the date we complete our

investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).