

Complaint about childcare provision

Ref: 2497735/4380729

Date: 19 December 2019

Summary of outcome

As a result of our inspection on 22 November 2019, we issued a welfare requirements notice which required the provider to comply with the Statutory Framework for the Early Years Foundation Stage for; Ratios, Accident or injury, Suitability and safety of premises and equipment, Equal opportunities, Training, support and skills, General suitability matters. This is a legal notice that requires the provider to take action. The provider will be able to give parents further information about this. Following our inspection, we made a visit on 12 December 2019, to monitor the provider's compliance with these actions. We found that the provider had taken action to address all of the issues. The provider has employed more staff and increased the hours part time staff work to ensure ratio requirements are met. This also enables the management team to undertake their duties as opposed to covering staff absences. Management have supported staff in ensuring that accident records are well maintained, ensuring parents receive accurate accounts of accidents involving their children as soon as possible. The room temperatures are now monitored to ensure they are maintained at an appropriate level and additional heaters have been fitted. The manager is currently overseeing and supporting the assigned Special Educational Needs Co-ordinator (SENCO) in meeting the needs of children with special educational needs and/or disabilities. Management have introduced regular monitoring of staff practice, provided coaching, training and appraisals to support staff and raise the quality of teaching. The provider remains 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 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](#).