

Complaint about childcare provision

Ref: EY342102/4582075

Date: 18 November 2020

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 21 September 2020 Ofsted received concerns that this provider was not meeting some of these requirements. We received additional concerns on 22 and 23 September 2020. On 25 September 2020 we carried out an unannounced visit to the provider to discuss the concerns and have issued 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. The provider remains registered with Ofsted.

3.30 Staff: child ratios

ensure that the correct staff to child ratios are maintained at all times by 21 October 2020

3.28 Staff: child ratios

ensure that appropriate staffing arrangements meet the individual needs of all children by 21 October 2020

3.27 Key person

ensure that every child's care is tailored to meet their individual needs, this includes providing a stimulating environment, with appropriate resources and equipment by 21 October 2020

3.22 Staff qualifications, training, support and skills

ensure that supervision provides opportunities for staff to: discuss any issues, identify solutions and receive coaching to improve their personal effectiveness by 21 October 2020

3.69 Information and records

ensure that records are easily accessible and available by 21 October 2020.

On 22 October 2020 we conducted an unannounced visit to monitor the above actions. We found that the provider had organised her documentation and records and these were available to Ofsted during the visit. Therefore, this action has been met. However, the provider has failed to meet the other actions previously issued. Ofsted has reissued the Welfare Requirements Notice, which the provider is required to meet by 30 October 2020.

We also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider is still registered with Ofsted.

On 3 November 2020 we conducted an unannounced visit to monitor the above actions. We found that the nursery was closed to children so we were unable to monitor steps taken to address the actions. Therefore, Ofsted will continue to monitor. The provider is still registered with Ofsted.

On 9 December 2020 we conducted an unannounced visit to monitor the above actions. The nursery is currently open to children of critical and key worker parents only. However, we found that the staff to child ratios are met and appropriate staffing arrangements have been addressed to ensure that they meet the individual needs of all children. We found that the provider has made necessary changes to ensure that children are cared for in a stimulating environment. Children have appropriate access to activities and resources that interest and engage them. The provider has implemented regular staff supervisions and appropriate training opportunities. This has ensured that staff are equipped with the knowledge and understanding they require and are able to discuss issues, identify solutions and receive coaching to improve their personal effectiveness. 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](#).