

Complaint about childcare provision

Ref: EY267694/4835263

Date: 6 September 2021

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 9 July 2021, we received concerns that the provider was not meeting some of these requirements. On 10 August 2021, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 9 September 2021, we visited the setting. We found that the provider had updated the safeguarding policy and that staff were clear on the procedures to follow in the event of a child protection concern. The provider had improved the processes for safer recruitment and procedures were in place to enable the manager to have effective support. Staff were receiving training and mentoring to improve their knowledge of the ways in which children learn. We also found that practice had been improved in how staff deliver quality care for children while incorporating nursery routines effectively. The provider had sought support for staff to support children to manage their behaviour and had improved ways in which staff enable a regular two-way flow of information with parents. 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](#).

