

Complaint about childcare provision

Ref: EY313932/4907509

Date: 15 December 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 29 September 2021, we received concerns that the provider was not meeting some of these requirements.

On 14 October 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 21 October 2021, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at their last inspection.

We found that the provider had made improvements and reduced the number of children being cared for. She was ensuring that children remained in the appropriate room associated with their age range and she increased the number of staff escorting children to school. This helped the provider ensure that there were enough staff working with the children to meet ratio requirements, which in turn ensured their needs were met and their safety maintained. Deployment of staff had improved, and all children were assigned a key person to meet their needs. Staff knowledge of child protection had improved to ensure children were safeguarded. Procedures were being implemented to keep the outdoor area secure and safe sleeping practices had been discussed with staff. Opportunities for outdoor play were being provided to all children. Potential hazards had been removed to ensure all areas were safe for children. The provider is implementing induction and supervision procedures to ensure staff are aware of their roles and responsibilities. Staff had undertaken training on special educational needs and/or disabilities to ensure they can meet all children's needs. The provider had reviewed the menu and improved the provision of food to ensure children benefit from a healthy, balanced diet.

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](#).