

Complaint about childcare provision

Ref: 2524332/4822410

Date: 9 November 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 28 June 2021, we received concerns that the provider was not meeting some of these requirements. On 18 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 8 November 2021, we carried out a regulatory visit and found the provider had met some of the safeguarding and welfare actions but not others.

We found that they had improved their own, their designated safeguarding lead's and their staff's safeguarding knowledge and understanding. They had ensured their safeguarding policy was in line with local safeguarding partnership procedures, and that it is followed to keep children safe. They now know what to do in the event of an allegation being made and understand the role of the LADO. They had improved staff's knowledge and understanding of how to effectively support children through the key person system.

We have served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 20 December 2021:

- ensure staff supervision arrangements are effective in supporting, coaching and training staff to be able to offer quality learning and development experiences for all children.

On 20 December 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had reviewed their risk assessments and shared these with staff. They had taken steps to ensure they comply with the requirements of health and safety legislation. In relation to the welfare requirements notice, we found the provider had put in place supervision arrangements to support the professional development of their staff.

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](#).