

## **Complaint about childcare provision**

Ref: 2618056/5048994

Date: 15 March 2022

### **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](http://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 10 February 2022, 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 action the provider was asked to take to meet the requirements.

On 07 March 2022, we carried out a monitoring 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 taken effective action in order to meet the actions set. Since the inspection, the provider has been working with the local authority early years team. Staff have carried out safeguarding training. Training has also been completed to bring about improvements to the key person system and the quality of the curriculum. They have further training planned to embed this new practice further. This promotes children safety. The provider is working with staff to improve their spoken English. Systems have been put into place to work in partnership with parents.

We are satisfied that the provider has put systems in place to meet the safeguarding and welfare actions raised. We will assess the impact of these training events when we complete the re-inspection. 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](#).

