

Complaint about childcare provision

Ref: EY313932/5039848

Date: 12 April 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

Between 19 and 28 January 2022, we received concerns that the provider was not meeting some of these requirements.

On 4 March 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 actions the provider was required to take to meet the requirements.

On 28 March 2022, 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 and staff had improved their knowledge and understanding of the indicators of abuse and referral procedures should they have any concerns about a child or a staff members conduct. Outdoor play opportunities are now being planned daily and the manager is overseeing these. When younger children are cared for in an older age range room, staff ensure the younger children are provided with appropriate equipment and resources to meet their developmental needs and abilities. The manager had started to conduct supervisions of staff and has plans in place to ensure these are completed on all staff in a timely manner.

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](#).