

Complaint about childcare provision

Ref: EY477230/5114913

Date: 11 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.

On 18 March 2022, we received concerns that the provider was not meeting some of these requirements. On 6 April 2022, we carried out an unannounced regulatory visit to the provider. We found the provider was not meeting some of the requirements. We have also served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 20 April 2022:

ensure all staff understand the setting's whistle blowing procedures, in the event that concerns need to be escalated outside of the organisation

take action to ensure that all staff, including those that have Governance, understand the safeguarding policy and procedures, and have up-to-date knowledge of when to notify agencies with statutory responsibilities without delay, should there be a safeguarding concern about a child

ensure those with Governance understand their roles and responsibilities, including when to notify Ofsted of significant events

implement effective supervision between the Governance and nursery manager, to enable senior leaders to monitor that requirements are being met, and identify weaknesses to promote continuous improvement

take action to ensure key people implement tailored learning opportunities to enable all children to make the best possible progress, with particular regard to children with special educational needs and/or disabilities (SEND)

take action to ensure effective arrangements for managing children's special dietary requirements, such as food allergies and preferences are in place, and that children are not provided with food they should not eat

ensure staff have regard to the Special Educational Needs Code of Practice so that they can identify, support and take prompt action to meet children's individual needs, including working with parents and other professionals.

On 28 April 2022, we carried out a regulatory visit. The provider had responded to the actions set. We found that Governance understands their roles and responsibilities, including when to notify Ofsted of a significant event. It implements effective procedures for supervision of staff, including the manager. Staff demonstrate a secure knowledge of the needs of their key children. They work in effective partnership with parents and other professionals to meet the needs of children with special education needs and/or disabilities. The provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities.

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](#).