

## **Complaint about childcare provision**

Ref: EY298560/5104049

Date: 11 May 2022

### **Summary of outcome**

Her Majesty's Chief Inspector of Education, Children's Services and Skills is leading Ofsted's work into how regulated early years and childcare providers in England have delivered child-centred practice and care, within the context of the restrictions placed on society during the COVID-19 (coronavirus) pandemic.

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 17 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 6 May 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 new management team had put in place a new manager who is now running the setting day-to-day and the message about who this person is has been clearly communicated to staff and parents. The new management team have improved deputy managers' and staff's knowledge and understanding of child protection issues and procedures to follow in the event of concerns so they now fully understand their responsibilities. They have also reviewed the staffing arrangements to ensure these are appropriate and all those working with children under the age of two have received the necessary training. A key-person system has been embedded and all children now have an allocated key worker. One of the deputy managers has now taken responsibility for the special educational needs coordinator role and has been working closely with the new management team to improve the support for children with special educational needs and/or disabilities. Partnerships with parents have increased, including the sending of letters to share information about the new management and key person system. The new management team have also introduced a new online app for parents to promote the sharing of information about children's care and learning. The new management team have worked to embed a new supervision, support and training system for staff. This has enhanced staff morale, built on their confidence and helped them upskill.

We are satisfied the provider has met the safeguarding and welfare actions raised. The next

steps will be a re-inspection in due course. 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](#).