Complaint about childcare provision

Ref: 322264/5132334

Date: 17 June 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 28 April 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 10 June 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 has reviewed the arrangements for supervising children. She has improved record keeping procedures, including maintaining a daily record of each child's days and hours of attendance. The provider has revised her safeguarding policy, to ensure a swift response to signs that children are at risk of abuse or neglect. She has reviewed risk assessment procedures to identify any potential risks to children's safety. The provider has also established systems for managing children's behaviour appropriately.

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.