

Complaint about childcare provision

Ref: EY309583/5056000

Date: 10 August 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 and 29 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 5 August 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have 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. The provider is still registered with Ofsted.

Actions needed by 18 August 2022:

ensure the staff ratio and qualification requirements are always met and staff are deployed effectively to keep children safe

improve key-person arrangements and ensure information is shared between staff, so that new key persons have an accurate understanding and can meet children's individual needs

implement effective induction procedures and make sure that all staff understand their role and responsibilities including health and safety issues

put appropriate arrangements in place for the supervision of all staff and discuss any issues, particularly concerning children's individual needs and well-being

ensure any identified special educational needs and/or disabilities (SEND) are actioned, so that children get the additional support they need in a timely way

ensure children's special dietary requirements are known by all staff to promote good health.

We will monitor the provider's response to ensure the actions are successfully completed.

On 19 August 2022, the provider responded to the actions set. We found that staff ratio and

qualification requirements were met, and staff were deployed effectively to keep children safe. We found that effective induction procedures and appropriate arrangements were in place for the supervision of all staff. We found that children with special educational needs and/or disabilities (SEND) were getting the additional support they need. Also, children's special dietary requirements were known by all staff to promote good health. We found 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](#).