

Complaint about childcare provision

Ref: EY436228/5237798

Date: 8 September 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 27th May 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. Following the inspection we served a welfare requirements notice on 30th May 2022. This is a legal notice that requires the provider to meet actions within the timescales set out. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 31st August 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 and learning and development actions, raised at their last inspection.

We found that the provider responded to most of the actions set. She now maintains a daily record of the names of children being cared for, and their hours of attendance. She has undergone online safeguarding training to update her knowledge. She can describe signs and symptoms of abuse. She can describe how she would recognise a child that might be at risk from extreme views or exploitation by county lines gangs. She has strengthened her focus on children's risk, hygiene and care, and improved the safety of the stairs. She has reassessed potential risks during outside play. The childminder has considered the needs of the early years children attending and has rearranged the play areas for children which has improved children's concentration and language skills. The childminder has improved procedures in place to monitor all children's progress and to work closely with parents and other settings children attend, including external professionals. She has taken steps to develop and improve her knowledge and skills to ensure she meets the needs of all children in their care, including those children with special educational needs and/or disabilities (SEND).

However, we found that her understanding of the processes available to ensure additional funding to support SEND children, has not yet been improved. The childminder has plans to attend specific training to support children with special educational needs and/or disabilities at the earliest opportunity to help build her knowledge and confidence to help children make

the best possible progress.

We have served a welfare requirements notice. This is a legal notice that requires the provider to meet actions 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 30th September 2022:

gain a knowledge of the available support and funding for children with special educational needs and/or disabilities (SEND) to ensure that timely interventions are made to secure additional funding, support and guidance for children with any additional needs.

We will monitor the provider's response to ensure the action is successfully completed.

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](#).