

Complaint about childcare provision

Ref: EY311465/5196475

Date: 23 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 4 October 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 18 October 2022 and 7 November 2022, we carried out regulatory visits. The focus of each visit was to check whether the provider had met the safeguarding and welfare actions, raised at their last inspection.

At the visit on 18 October 2022, we found that the provider had made sure all staff in sole charge of child hold a current paediatric first- aid certificate. Furthermore, we found that the provider had thoroughly assessed outings to identify and take appropriate steps to make sure children are not exposed to risks.

At the visit on 7 November 2022, we found that children's care and learning needs were being met by their key person. In addition, children's key persons had established better partnerships with parents so that there is a regular two-way flow of information about children, and parents are kept informed about and involved in their child's care and learning. We found the provider has ensured all staff receive a thorough induction so that they know and understand the setting's policies and procedures, and their roles and responsibilities. Finally, an effective system of supervision of staff has been implemented to ensure staff deliver high quality learning and development experiences for children.

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](#).