

Complaint about childcare provision

Ref: EY445090/5378870

Date: 26 April 2023

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 15 March 2023, 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 requiring enforcement. The inspection report sets out the actions the provider was required to take to meet the requirements. Following the inspection, we served a welfare requirements notice. This is a legal notice that requires the provider to take actions within the timescales set out.

On 13 April 2023, we carried out a regulatory visit. The focus of the visit was to check the provider had met the safeguarding and welfare actions raised at their previous inspection. During the visit, we found the provider had met the actions raised.

All children are now assigned a key person, so that care is tailored to meet their needs. The key person also communicates with parents and keeps them up to date on their child's care, learning and progress.

Since the previous inspection, staff have completed relevant training to help ensure children's safety and well-being. For example, all childcare staff have completed first-aid training. This means they are qualified to administer first aid in the event of an accident. All staff have also completed induction training to help them understand and implement the nursery's policies, including the evacuation procedures. Children's safety and well-being are further enhanced because the provider has improved the recruitment procedures. All staff have a Disclosure and Barring Service check, and rigorous checks are completed before staff work at the nursery.

The provider and staff have received support from the local authority to help improve the quality of education for children. They have completed training, such as caring for babies, planning a curriculum and child development. This has helped them to develop knowledge and expertise in meeting children's individual learning needs. The manager has taken over the role as special educational needs coordinator (SENCo). She has completed training for this role. The SENCo has also devised a 'passport' to help identify and meet the needs of

children with special educational needs and/or disabilities.

We are satisfied with the action taken by the provider and next steps will be a re-inspection. The provider remains 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](#).