

Complaint about childcare provision

Ref: EY309106/5356726

Date: 22 March 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 10 February 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. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 16 March 2023, 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 had met some of the actions set in the welfare requirement notice. They now meet the appropriate qualification requirements for staffing and have a consistent approach to managing children's behaviour. There are now suitable plans in place to support children's learning and the key person approach now meets the needs of children. However, they have not met all the actions set. We have served another 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 17 April 2023:

ensure that staff have a suitable understanding of how to best deploy themselves to consistently meet the needs of children and keep them safe

ensure that staff have a secure knowledge of risk assessments to support the safety of children.

On 21 April 2023, we visited the provider to monitor the actions set. We found that the provider had improved their knowledge and understanding of risk assessments. The provider and staff improved their knowledge and understanding of how to deploy themselves. 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](#).