

Complaint about childcare provision

Ref: EY537933/5411091

Date: 11 May 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 3 April 2023, we received concerns that the provider was not meeting some of these requirements.

On 10 May 2023, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements. We have served welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed by 24 May 2023:

take action to ensure that all staff are trained to understand the settings safeguarding policy and procedures

put appropriate arrangements in place to ensure all staff and students have effective induction, support, supervision, and coaching, to promote the interests of children

implement an effective key-person system to maximise information sharing with parents, provide secure and stable relationships between staff and children and support children's emotional development

obtain an up-to-date enhanced criminal records check in respect of every person age 16 and over who work directly with the children

ensure that outside activities are planned and taken on a daily basis for children

implement effective systems to support children with special educational needs and/or disabilities (SEND) to ensure that targeted plans are completed and shared with parents and other professionals.

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

The provider will be able to give parents further information about this.

The provider is still registered with Ofsted.

On 5 June 2023, the provider responded to the actions set.

We found that the provider had improved their understanding of induction and suitability for new members of staff and students. This includes obtaining DBS checks for all members of staff. All staff have improved their safeguarding knowledge and the key person system has improved, and all staff now have the opportunity to speak to parents and careers to build up relationships and share information effectively. This includes partnership working with parents. Children now have access to outdoor provision on a daily basis and Children with special educational needs and/or disabilities are supported to meet their targets.

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](#).