

Complaint about childcare provision

Ref: 2523865/5407175

Date: 7 June 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 21 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 17 April 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 and learning and development actions, raised at their last inspection. The provider has improved their risk assessment processes to help ensure that risks to children are swiftly identified and minimised. Staff are deployed more effectively to ensure children are adequately supervised. Behaviour management techniques have been improved through staff training. Staff interactions with children now focus more sharply on building on what children already know and can do. The key person system has been improved to help ensure that children's individual care and learning needs are met. The provider has improved their induction processes so that all staff, including bank and agency staff, have a good understanding of safeguarding.

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](#).