

Complaint about childcare provision

Ref: 2561737/5363053

Date: 20 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 4 May 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 31 May 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 taken action to ensure that they meet the required ratio requirements in relation to staff qualifications. The provider had completed appropriate risk assessment in the outdoor area. There was clear evidence of liaison with other professionals where children have special educational needs and/or disabilities. We found that the designated safeguarding lead understand their role and is confident in their knowledge of local safeguarding partnership procedures. Finally, we found that staff had received support to improve their understanding of managing children's behaviour. 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](#).

