

Complaint about childcare provision

Ref: EY362027/5481711

Date: 16 August 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 06 July 2023, we carried out an inspection and found the provider was not meeting some of these requirements.

The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 20 July 2023. 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.

Actions needed by 31 July 2023:

- ensure leaders, managers and staff understand and follow anti-discriminatory legislation so they do not discriminate against any children in their care
- ensure staff are effectively deployed to keep children safe and support their individual needs
- ensure the complaints procedure is consistently followed, and a record of all complaints received and the outcome of them are accurately recorded and maintained
- ensure changes in staffing arrangements are communicated effectively with parents so that they know who to speak to in the event of a concern and they receive accurate information regarding children's development to support learning at home
- ensure all staff are provided with effective supervision, coaching and training to promote the interests of children with Special educational needs and/or disabilities and improve the quality of experiences that all children receive
- ensure that risk assessments are consistently implemented and managed appropriately to minimise risks to children and keep them safe.

On 07 August 2023, we carried out a monitoring visit. The focus of the visit was to check whether the provider had met the actions set out in the welfare requirements notice.

We found that leaders, managers and staff have improved their knowledge and understanding of anti-discriminatory legislation by completing training and reviewing their inclusion policies. Leaders have introduced a reduced staff to child ratio for some children to support their individual needs. They have also reviewed their complaints policy and procedures and shared this with staff and parents so that they understand what to do should a complaint be raised. Leaders have shared the management structure with parents so they are aware who they should speak to if they have a concern. Following the inspection, leaders have held a supervision meeting with staff and identified further training they require regarding supporting children with special educational needs and/or disabilities. They are also working closely with their local authority team to acquire further training. Leaders have created risk assessments for children relating to their individual needs and have shared these with staff.

We are satisfied the provider has met the actions set out in the welfare requirements notice. The provider is still registered with Ofsted.

The next step will be a further full inspection.

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](#).