

Complaint about childcare provision

Ref: EY545703/5557208

Date: 13 December 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 October 2023, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

On 12 October 2023, we then received further concerns that the provider was not meeting some of these requirements.

On 25 October 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 15 November 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 improved procedures to monitor the manager's practice and to oversee the quality of provision being offered to children. The manager has updated all policies and procedures and has plans in place to ensure staff knowledge of child protection is maintained. She has developed management monitoring processes so that all concerns documented about children or staff are reviewed by a senior staff member. This is to ensure that relevant action is taken to protect children from potential harm.

Robust recruitment and vetting procedures, which include clear job descriptions, are now in place. This not only helps to ensure the suitability of staff but also ensures staff who have the required skills and knowledge are appointed. There are plans to ensure the key person systems works more effectively in practice to ensure children's individual needs are met.

The manager has improved risk assessment processes, with clear guidance on risks

associated with pools of water. Procedures are now in place to check the implementation of risk assessments to ensure staff are identifying and minimising potential hazards to children.

The manager has devised a special educational needs and/or disabilities (SEND) folder for staff to refer to. The folder contains clear information on identification and support for children who have SEND. The manager plans to have clear daily routines and appropriate rules in place, which staff will understand and help children to learn. Training and oversight of staff's practice and implementation of policies and procedures is a key aspect the manager plans to regularly review to ensure requirements continue to be met.

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](#).