

Complaint about childcare provision

Ref: 2723055/5536770

Date: 15 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 15, 18 and 29 September, we received concerns that the provider was not meeting some of these requirements.

On 20 September 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 any serious accident, illness, or injury to, or death of, any child while in their care, and of the action taken. On 4 October 2023 they also notified of a further 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 4 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 17 October 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 staff knowledge of indicators of abuse as well as their knowledge of procedures to follow should referrals for children or staff need to be made. Staff have attended training on child protection and one minute safeguarding guides have been devised to help staff develop and maintain their knowledge in this area. The provider has ensured there is an induction procedure in place for agency and support staff to ensure they are aware of their roles and responsibilities. Support staff working with children confirmed how more information is shared with them about individual children, which helps them to meet their needs. The baby room was now in use for children aged under two-years and the main room more appropriately set up for children aged two-to-four-years. There were no longer any divides within the main room, which enables children to now have access to all areas and resources. This helps to minimise incidents of children

climbing. Staff were able to explain how they would consistently support and advise children how to get down if they should begin to climb inappropriately. Observations of staff working with children showed a calmer approach, which enabled staff to engage more effectively with children. The provider explained her plans for improving support for children who have special educational needs and/or disabilities. This includes her now working more closely with the local authority special educational needs co-ordinator, to ensure these children's needs are 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](#).