

Complaint about childcare provision

Ref: EY103338/5550995

Date: 4 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 3 October 2023, we received concerns that the provider was not meeting some of these requirements. On 18 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 21 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 are satisfied the provider has met the safeguarding and welfare actions raised.

The provider has ensured that staff received additional training and professional development opportunities to enable them to identify and respond to child protection concerns appropriately. Improvements have been made to how hazards in the environment are identified and action is taken to ensure the risks to children are minimised. Hygiene procedures have been improved to reduce the risks of cross infection and promote the good health of children. Further steps have been taken to ensure that key persons know the children well so that they can provide the for their individual learning needs. Accident records are maintained to ensure that accurate information is provided to parents as soon as is possible. Additional records are now in place to ensure that information about children's care and learning is communicated effectively with parents and between staff. The provider has increased the monitoring of staff practice to enable them to receive the support they need to fulfil their roles and responsibilities. Staff now understand the support that is in place for children with special educational needs to ensure they receive the timely help that is needed.

Additionally, during the regulatory visit on 21 November 2023, we found a new area of

concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. We issued an action for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 5 December 2023:

- make sure fire exits are kept clear of items which obstruct a clear passage for children and adults to evacuate the premises in the event of fire.

The provider took immediate action to rectify the breach and responded to us with photographs to show what they had done. We are fully satisfied with the action taken by the provider. The next step will be a further full inspection. 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](#).