

Complaint about childcare provision

Ref: EY320318/5695528

Date: 10 May 2024

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 28 March 2024, we received concerns that the provider was not meeting some of these requirements. On 8 May 2024, we carried out a regulatory visit to the setting.

We found that leaders and staff have a good understanding of how to raise concerns about staff conduct. The setting employs two trained special educational coordinators who have a good understanding of their role and responsibilities. There are clear systems in place to help identify any delays in children's development. Leaders link well with other agencies and parents to ensure children with special educational needs and/or disabilities are supported. An effective key person system has been implemented. Staff and leaders understand the role of the key person and have built caring bonds with the children. Effective communication methods have been implemented to ensure parents are kept up to date about their children's care needs and development. Leaders have a good overview of the staffing arrangements to ensure that Staff:child ratios are met. They ensure that any complaints received are dealt with promptly, overseen by senior leaders. Leaders make thorough enquiries into complaints that are received and respond to complainants within the required timescales, with the outcome.

We found that the provider was not meeting one of the requirements and had taken action to put this right. The provider has completed a thorough review of the nursery's safe sleep policies. These have been updated to ensure children are always placed to sleep in line with Government guidance. Leaders have provided further training to staff to support them to understand these policies and have increased monitoring to ensure these procedures are consistently followed.

The provider will be able to give parents further information about this.

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](#).