

Complaint about childcare provision

Ref: EY551363/5737068

Date: 9 July 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 4 June 2024, 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 8 July 2024, 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 has taken steps to ensure that all new staff received a full induction to help them understand their roles and responsibilities. The provider has reviewed the systems for supervision, training and support to enable staff to feel supported in their role. Training and meetings have taken place for staff to better understand their roles regarding safeguarding practice, special educational needs and/or disabilities (SEND), key person, and behaviour management. The provider has improved the system to ensure that staff to child ratios are met and that they are deployed effectively to meet the needs of the children. For example, the mealtime arrangements have been amended so that children are fully supported at mealtimes. The key person arrangements have been revisited to ensure that children spend time with staff who know them well. Information has been shared with parents about their child's key person to maintain a two-way flow of information. Support for children with SEND has improved. Staff follow the children's individual plans and share pertinent information with other staff to ensure the children's needs are consistently 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](#).