

Complaint about childcare provision

Ref: EY492117/5749175

Date: 3 September 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 1 July 2024, we carried out an inspection and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 10 July 2024. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 22 July 2024:

- ensure all staff understand the safeguarding policy and procedures and have up to date knowledge of safeguarding issues to enable them to identify, manage and respond to concerns in a timely way

- ensure that the key-person system is effective to meet the individual care needs of key children and to build a positive relationship with parents

- support staff to develop strategies to help them manage children's behaviour in an appropriate manner and support children's development of self-regulation skills

- provide staff with training, support and coaching to enable them to effectively support children SEND

- provide staff, including managers, with the training, support and coaching they need to meet their roles and responsibilities, to support children's learning, development, safety and well-being

- ensure that staffing arrangements meet minimum requirements, and that the deployment of staff meets the needs of all children and provides adequate supervision to ensure their safety.

On 24 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 had trained all staff to understand safeguarding procedures. Staff understand their responsibilities to identify, manage and respond to concerns. The provider has ensured that staffing arrangements meet the minimum requirements. Staff are deployed effectively to ensure children's safety and meet their individual needs. There is a key person system in place which enables individual children's needs to be supported, and parents and/or carers to form a positive relationship with staff. The provider has enabled staff to access a range of training and continuous professional development opportunities to help them fulfil their roles. All staff have attended training courses to improve their knowledge of how to support children's behaviour. Staff understand strategies to help children learn to regulate their own behaviour. There are effective arrangements in place to support children with special educational needs and/or disabilities, and staff are suitably trained to meet children's needs.

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](#).