

Complaint about childcare provision

Ref: 2596384/5759715

Date: 15 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 19 June 2024, we received concerns that this provider was not meeting some of these requirements.

On 20 June 2024, the provider notified us about this 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 significant events.

On 10 July 2024, we carried out a regulatory visit. We found that the provider was not meeting some of the requirements and had taken action to put this right. The provider had reviewed and updated the risk assessment procedures including, ensuring staff understand and implement these procedures. The provider had provided training to staff and is monitoring how the training is implemented. This includes, staff following processes, such as completing regular headcounts as children move between areas in the premises. This helps staff to supervise children and keep them safe.

Additionally, during the regulatory visit on 10 July 2024, we found new areas 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.

In relation to the new areas of concern, on 15 July 2024, we issued actions for the provider to take.

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

Actions need by 2 August 2024:

- improve staff deployment so that children are supported by staff who know them well, in order to meet their individual needs and ensure their safety and well-being
- improve the arrangements in place for the ongoing supervision of all staff who care for children and provide effective support, coaching and training to help them to promote the

interests of children.

On 30 July 2024, the provider responded to the actions set. We found that the provider has improved how staff are deployed so they are able to meet the needs of children, keep them safe and protect their well-being. This included, reviewing and updating the staff rota and strengthening the key-person system. The provider has also improved the programme for staff professional development. Staff receive mentoring and coaching. They have regular meetings with leaders and receive constructive feedback on performance and practice. This helps to improve their effectiveness to fulfil the responsibilities of their role.

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](#).