

Complaint about childcare provision

Ref: EY482382/5096880

Date: 12 April 2022

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 27 January 2022, the provider notified us of a 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 any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regulator contact with, children on the premises to look after children.

On 14 March 2022, we also received concerns that the provider was not meeting some of these requirements.

On 14 March 2022, 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 29 March 2022, 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 and staff had improved their child protection procedures relating to the more accurate and detailed recording of children's existing injuries. Staff knowledge of the indicators of abuse associated with children being at risk from extreme views and behaviours had improved. Supervision of children had improved and lunch time in the baby room was a more social occasion following improvements to the daily routine being made. Deployment of staff was also more effective to ensure children's individual needs were being met. Staff were now following the procedures for the reheating of food and management were monitoring this to ensure it was being consistently implemented. Children's behaviour was being managed more consistently by staff so that all children were supported to learn clear rules and boundaries. Monitoring of staff practice is beginning to be undertaken by the providers, who have clear plans in place to conduct full supervisions of staff in the near

future.

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](#).