

Complaint about childcare provision

Ref: 2730283/5697734

Date: 23 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 2 April 2024, we received concerns that the provider was not meeting some of these requirements.

On 15 April 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. Following the inspection, we served a welfare requirements notice. This is a legal notice that requires the provider to take the actions within the timescales set out. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 14 May 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 improved the deployment of assistants. She takes account of which assistants have been suitably vetted before deploying them. She only includes assistants in the ratios when their suitability checks have been completed by Ofsted. She has improved induction procedures for assistants. Induction training includes all the required information to help assistants to understand their roles and responsibilities. The record of attendance has been improved so it is clear who has attended and the key staff who have worked with the children. The systems for storing paper and electronic records have been improved to ensure confidential information is only available to those who have a right or professional need to see them. 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](#).