

Complaint about childcare provision

Ref: EY562919/4283568

Date: 24 July 2019

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 17 July 2019 we received concerns that this provider was not meeting some of these requirements.

We visited the provider on 22 July 2019 and have served a welfare requirements notice. 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 to be taken by 7 August 2019:

- inform Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere). Registered providers must also notify Ofsted of the action taken in respect of the allegations

- ensure that staffing arrangements meet the needs of all children and ensure their safety. Ensure that children are adequately supervised at all times and are always within sight or hearing of staff

- improve all staffs knowledge and understanding of how to manage children's behaviour in appropriate ways, which support children's emotional wellbeing

- improve the arrangements for the supervision of staff, including the manager. Effective supervision should provide support, coaching and training for the practitioner and promotes the interests of children. Supervision should foster a culture of mutual support, teamwork and continuous improvement, which encourages the confidential discussion of sensitive issues.

We made a follow-up visit to the provider on 8 August 2019 and found that she had taken satisfactory action to meet the actions. The provider told us she had reviewed and revised her safeguarding procedures, ensuring that she and her staff could implement these correctly if required. The provider also told us how she had started to implement effective supervision arrangements to support staff including promoting their professional development in relation to behaviour management and adequate supervision of children.

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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).