

## **Complaint about childcare provision**

Ref: EY468895/4354658

Date: 7 November 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](http://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 07/10/2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 22/10/2019 where we found breaches in requirements. We raised a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. Actions raised, ensure that children's behaviour is managed in an appropriate way by 04/11/2019, make sure that all staff fully understand the settings safeguarding policy and procedures, with specific reference to whistleblowing by 04/11/2019, ensure that staff supervision is effective in providing support and coaching for all staff to help them fulfil their responsibilities as well as possible by 04/11/2019. The provider is still registered with Ofsted.

We monitored the provider's compliance with these requirements on 5 November 2019 and found she had taken some steps to improve, however there is still a breach in requirements. We have issued a further 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. Action needed, make sure that all staff fully understand the settings safeguarding policy and procedures, with specific reference to whistleblowing by 12 November 2019.

We monitored the provider's compliance with these requirements on 13th and 15th November 2019 and found she has taken steps to improve, and is meeting all of the requirements of her registration. The provider remains 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](#).