

## **Complaint about childcare provision**

Ref: EY473863/4496542

Date: 8 October 2020

### **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 30 July 2020, we received concerns that the provider was not meeting some of these requirements.

On 27 April 2020 and 17 June 2020, the provider notified us of some of the concerns. 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 complaints and allegations against staff.

We carried out initial enquiries by telephone and email. We worked in partnership with outside agencies. We visited the setting on 18 September 2020. We found the provider was not meeting some of the requirements and had taken action to put this right. We are satisfied that they have improved the processes for maintaining records of accidents and injuries sustained by children and for sharing accurate information with parents. However, we found that the processes for staff supervision are not fully effective. We have issued the provider with a notice to improve that requires them to take the actions below by 20 October 2020. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed:

improve the processes for staff supervision and professional development; support staff to improve their personal effectiveness; and ensure that there is consistency in the quality of children's learning and development experiences.

Ofsted has received an appropriate response to the action to demonstrate that requirements are now met.

### **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](#).