

Complaint about childcare provision

Ref: EY283756/4833146

Date: 19 August 2021

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 7 July 2021, we received concerns that the provider was not meeting some of these requirements. We found that the provider had failed to notify Ofsted that an allegation had been made against a member of staff. On 23 July 2021, 28 July 2021 and 18 August 2021, we carried out a regulatory telephone call. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

We also found the provider was not meeting some of the requirements and had taken action to put this right. The provider has provided mentoring and training to strengthen staffs understanding of the settings behaviour management procedure when dealing with a child. In addition, they have provided guidance to staff regarding the settings code of conduct while working with children and have demonstrated a responsible attitude as they have recognised this was required. During the regulatory telephone call, we also found that the provider was not meeting an additional requirement and we have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 31 August 2021

- strengthen the management teams' knowledge and understanding as to what constitutes an allegation and to ensure steps are followed to notify the agencies with statutory responsibilities without delay, including social care services and, in emergencies the police.

On 31 August 2021, we received the providers response. The management team has completed safeguarding training and has strengthened their knowledge and understanding of safeguarding practices, roles, and responsibilities. We are satisfied the provider has met the safeguarding and welfare action 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](#).