

## **Complaint about childcare provision**

Ref: EY337045/4842547

Date: 12 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](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 16 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 9 August 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 30 August 2021:

- improve staff's understanding of how to report allegations in line with the Local Safeguarding Children Partnership procedures
- improve deployment of staff working with the youngest children, to meet the needs of babies and toddlers to help them settle quickly.

On 25 August 2021, the provider responded to the actions set. We found that the provider had reflected on the organisation of staff working with the youngest children and provided support to ensure staff meet the needs of babies and toddlers. They had also reviewed the safeguarding procedures and improved staff's knowledge and understanding of how to report allegations.

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](#).