

Complaint about childcare provision

Ref: EY496179/4846949

Date: 17 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 <http://www.gov.uk/government/publications/early-years-foundation-stage-framework>.

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 21 July 2021 we received concerns that the provider was not meeting some of these requirements.

On 16 August 2021, we carried out an unannounced regulatory visit. We found that the provider was not meeting some of these requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 17 September 2021:

improve knowledge and understanding of the events that must be notified to Ofsted

take action to ensure that all staff understand the safeguarding policies and procedures and have up-to-date knowledge with regard to notifying the relevant agency with statutory responsibility of any inappropriate behaviour displayed by staff or other adults working with children

ensure all staff have effective support and coaching to promote the interests of children and

ensure they have a clear understanding of their roles and responsibilities.

We will monitor the provider's response to ensure that the action is successfully completed.

The provider responded to our notice to improve on 21 September 2021. We found that the provider had taken appropriate action.

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](#).