

Complaint about childcare provision

Ref: 2511038/4935391

Date: 8 February 2022

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 25 October 2021, the provider and other agencies notified us of a safeguarding incident. The notification from the provider means that they have met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 27 October 2021 and 4 January 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right.

The provider had arranged additional training to ensure safe supervision of children at all times. Managers had put in place routine safeguarding discussions at staff meetings. These discussions increased staff's awareness of how to carry out thorough risk assessments of the setting. They now routinely review policies and procedures including whistle blowing and behaviour management. Parents are informed of changes and have access to the operational plan, which is displayed within the setting.

The provider will be able to give parents further information about this. 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](#).