

## **Complaint about childcare provision**

Ref: EY545703/5114590

Date: 28 March 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](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 17 March 2022, we received concerns that the provider was not meeting some of these requirements.

On 28 March 2022, we carried out a regulatory visit. We found the provider was not meeting the child supervision requirements but had taken action to put this right. We also found that the provider was not meeting other 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.

Actions needed by 11 April 2022:

- ensure your safeguarding policy is in line with local safeguarding partnership procedures and that it is understood by all staff, including the designated safeguarding lead
- train all staff to have up to date knowledge of safeguarding issues, including what to do in the event of an allegation being made and the role of the local authority designated officer (LADO)
- ensure all staff follow agreed procedures for managing possible risks to children, in particular, procedures for ensuring there is no delay to children receiving first aid treatment when they are playing outside.

We will monitor the provider's response to ensure the actions are successfully completed.

### **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](#).