

Complaint about childcare provision

Ref: EY217518/5080055

Date: 20 April 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 9 February 2022, the provider notified us about safeguarding allegations made against staff. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant matters affecting the welfare of children. On 6 April 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 27 April 2022:

ensure all staff, including senior managers are provided with the support and training to fulfil their roles and responsibilities to promote children's welfare, safety and learning

ensure staff are deployed effectively to support children's individual needs.

provide effective support to staff to develop effective strategies to help children who struggle to regulate their behaviour.

On 26 April 2022 the provider responded and demonstrated that satisfactory action has been taken to ensure the actions were successfully completed. 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.