

Complaint about childcare provision

Ref: EY218778/5180054

Date: 11 July 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 10 June 2022 we received concerns that the provider was not meeting some of these requirements.

On 5 July 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 26 July:

- ensure the local safeguarding procedures are followed when an allegation is made regarding yourself
- ensure children's behaviour is managed in a manner appropriate to their age and stage of development

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

On 27 July 2022, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at the visit on 5 July 2022.

We found that the provider has improved their knowledge of local safeguarding procedures. They have developed their understanding of the correct procedures to be followed in the event that an allegation of abuse is made. The provider has made changes to their behaviour management policy and procedures followed to ensure that children's behaviour is managed in an appropriate manner.

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](#).