

Complaint about childcare provision

Ref: EY442027/5202583

Date: 16 August 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 1 August 2022, we received concerns that the provider was not meeting some of these requirements.

On 2 August 2022, the provider made a notification to Ofsted. 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 any significant event which is likely to affect the suitability of the early years provider.

On 12 August 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 provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 1 September 2022:

- undertake appropriate professional development opportunities to improve knowledge and understanding of how to support children, including those with special educational needs and/or disabilities
- implement an appropriate safeguarding policy and ensure that the procedures, such as where and who to report concerns to, are known
- ensure that first-aid equipment is accessible at all times with appropriate content.

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

On 17 August 2022, the provider responded to the actions set. On 31 August 2022, we carried out a regulatory telephone call. We found that the provider had improved their knowledge and understanding of the safeguarding procedures to follow, which includes who to contact if a concern is raised. The provider had undertaken further research and training to ensure that they are able to support children with special educational needs and or

disabilities more effectively and the provider has a first-aid kit to be taken at all times when out with minded children.

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](#).