

Complaint about childcare provision

Ref: EY551512/5257748

Date: 30 September 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 16 September 2022, the provider notified us of an incident. 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. However, the provider had not completed the notification within the timeframes set out in the requirements.

On 20 September 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.

We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. In particular, the provider had improved their knowledge of the procedures to follow in the event of an allegation against a member of staff. They had also improved their understanding of the timescales for notifying Ofsted of significant events.

On the 27 September 2022, we carried out a regulatory visit. We found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new areas of concern, 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 14 October 2022.

- ensure that staff are deployed effectively to meet the needs of all the children and ensure their safety
- ensure at least one member of staff working with children aged under two years old, holds an approved level 3 qualification and are suitably experienced to work with this age of children
- ensure that there is effective supervision, support and coaching in place for staff that promotes the best interests of children.

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](#).