

Complaint about childcare provision

Ref: 2515655/5281111

Date: 15 November 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 18 October 2022, we received concerns that the provider was not meeting some of these requirements. On 7 November 2022, we carried out an unannounced regulatory visit. We found that the provider had carried out an internal investigation and had taken appropriate action. The provider had also ensured that staff completed relevant training and reviewed and improved the accident record forms. The provider will be able to give parents further information about this.

On 4 November 2022, the provider notified us of a significant event. 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. On 11 November 2022, we carried out a telephone regulatory call. We found the provider was not meeting some of the requirements. This relates to the effectiveness of supervision of staff. We issued a notice to improve that requires the provider to take action below with the timescales set out.

Action to be taken by 21 November 2022

improve supervision sessions to swiftly identify and address any emerging weaknesses in practice, and to support all staff to fully understand their role and responsibilities.

During the call we found that the provider had carried out an internal investigation and had taken appropriate action. The provider had reviewed and improved the harassment and bullying policy and ensured that all staff had re-read the code of conduct and gossiping policy. The provider will be able to give parents further information about this.

We are satisfied with the action taken by the provider. 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](#).