

Complaint about childcare provision

Ref: 400069/5287478

Date: 18 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 7 November, we received concerns that the provider was not meeting some of these requirements.

On 15 November 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 29 November 2022:

- ensure all staff understand your safeguarding policy and procedures, so that they know the process to follow should there be an allegation against a member of staff
- ensure that statutory staff: child ratios are met throughout the day
- provide staff with regular and effective supervision meetings which help to address practice issues and identify training and support needs.

On 2 December 2022 we carried out an unannounced visitor to monitor the actions set. We found that the provider and staff have improved their knowledge and understanding of safeguarding policies and procedures, including the process to follow should there be an allegation against a staff member. Measures have been put in place so that statutory ratio requirements are met. Systems have been developed to provide staff with regular

supervision meetings. We are satisfied that the provider has met all of the actions set. 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](#).