

## **Complaint about childcare provision**

Ref: 2575774/5342386

Date: 3 February 2023

### **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](http://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 05 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 02 February 2023, we carried out a regulatory visit. 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.

Actions needed by 10 February 2023:

- implement a policy that covers the local safeguarding procedures, the use of mobile phones and cameras and ensure that all adults who work with children follow this policy at all times
- ensure those who take lead responsibility, take action to notify agencies in a timely manner where there are concerns about children's safety and welfare

- ensure own safeguarding policy and procedures are followed in relation to informing Ofsted in the respect of any allegations received
- ensure the management systems for regular supervision are robust to provide ongoing support, coaching and training to improve staff's personal effectiveness.

On 10 February 2023, the provider notified us of their wish to resign their registration. The setting is no longer 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](#).