

Complaint about childcare provision

Ref: 2665083/5363443

Date: 9 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 31 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 02 February 2023, we carried out a regulatory telephone call. 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 27 February 2023:

- implement the policy and procedures to safeguard children, ensuring that staff know how to prevent harm to children while in their care
- ensure staff are deployed effectively so that they can see what children are doing and intervene when necessary to prevent harm to children appropriately
- support staff to manage children's challenging behaviour effectively and to deal with difficult situations calmly
- make clear and accurate records of all accidents and incidents and share these with parents
- provide Ofsted with the required information when requested and in a timely manner
- keep a written record of complaints and share these with Ofsted when requested

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

On 01 March 2023, we carried out an inspection and found the provider was meeting the requirements.

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](#).