

Complaint about childcare provision

Ref: EY539482/5374986

Date: 30 March 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 14 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 27 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. The provider is still registered with Ofsted.

Action needed by 13 March 2023:

- train all staff so they understand and effectively implement safeguarding policies and procedures, particularly the actions to be taken in respect of any allegations

Actions needed by 27 March 2023:

- provide staff targeted professional development opportunities that tackle poor practice and ensures individual staff develop the knowledge and skills they need to support all children in their care
- ensure all staff, including the manager, have effective supervisions to identify and implement any support needed for them to fulfil their roles and responsibilities

On 28 March 2023, the provider responded to the actions set. We found that the provider had taken steps to improve staff's knowledge and understanding of child protection procedures and now fully understands their responsibilities. They have implemented targeted supervision and training opportunities for all staff to identify and implement the support staff need, including the manager.

We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).