

Complaint about childcare provision

Ref: EY297552/5423539

Date: 2 May 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 20 April 2023, the provider notified us of an allegation against a member of staff. However, this notification was not made within the required 14-day timescale which means that the provider failed to meet their legal responsibility to do so, as set out in the Statutory framework for the early years foundation stage.

On 25 and 27 April 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.

Actions needed by 16 May 2023:

- ensure all staff are alert to issues of concern in a child's home life, including sudden and significant changes in a child's behaviour, and that these concerns are acted on in a timely manner
- train all staff to understand the setting's safeguarding policy, including what to do in the event of an allegation being made against an adult working with children
- ensure no person whose suitability has not been checked is left unsupervised with children
- ensure all adults working with children are adequately supported to competently fulfil their role, and take action to address any areas of poor practice
- ensure the deployment of staff meets children's needs
- ensure all staff have the skills, knowledge and understanding to manage children's behaviour appropriately.

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

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](#).