

Complaint about childcare provision

Ref: 2559350/5411358

Date: 24 April 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 7 March; the 31 March 2023; the 3 and 5 April and 21 April 2023, we received concerns that the provider was not meeting some of these requirements.

On 7 March 2023, and on the 5 April and 21 April 2023, the provider notified us of concerns they had received from parents. The provider also notified the local authority designated safeguarding officer (LADO) of concerns. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of safeguarding concerns about a child and in the event of an allegation being made against a member of staff.

On 12 April 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action response needed by 26 April 2023:

- ensure there are effective arrangements in place to support children with special educational needs or disabilities, in particular, to ensure staff receive appropriate training and support to meet the individual needs of their key children.

On 4 May 2023, the provider shared an update on their internal investigations into concerns raised on 31 March. They confirmed action has been taken to ensure all staff understand the settings physical intervention procedures. Training has taken place to inform staff of the need to keep a record of any occasion where physical intervention is used, and parents and/or carers are to be informed on the same day, or as soon as reasonably practicable. The provider has also taken action to retrain some staff on the settings procedures to manage allegations against staff.

We are satisfied the provider has met the safeguarding and welfare action raised. They have taken appropriate measures to ensure all requirements are met.

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](#).