

Complaint about childcare provision

Ref: EY469583/5467365

Date: 23 June 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 16 June 2023, we received concerns that the provider was not meeting some of these requirements.

On 19 June 2023, we carried out a regulatory visit. 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 30 June 2023:

- ensure that all persons with governance implement effective oversight and monitoring of the provision, to keep children safe and well
- ensure leaders know the procedures to follow, should an allegation be made against a member of staff, including notifying Ofsted, within prescribed timescales
- improve leaders and staff's safeguarding knowledge, particularly with regards to the local authority safeguarding and reporting procedures and dealing with allegations against staff
- ensure that staff, including the manager, have regular supervision meetings to identify gaps in their safeguarding knowledge and take steps to address these
- implement a behaviour policy that helps staff to provide a consistent approach to behaviour management, so that children learn why behaviour rules are in place
- ensure all documentation is maintained appropriately so that it is easily accessible and available for inspection.

On 3 July 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the welfare requirements actions, raised at their last regulatory visit.

The provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. They have ensured that leaders and staff understand how to recognise and respond to safeguarding concerns about children or staff. The provider understands the procedures for reporting allegations, including to Ofsted and the prescribed timescales for notifying these. They have put in place supervision and support for all staff, so that they understand and fulfil their roles and responsibilities. The provider has implemented a behaviour policy, to support her staff to meet children's individual needs.

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](#).