

Complaint about childcare provision

Ref: EY537722/5492049

Date: 20 September 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 18 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 09 August 2023, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 20 September 2023, we carried out a regulatory visit. The focus of the call/visit was to check whether the provider had met the safeguarding and welfare actions raised at their last inspection.

On 20 September 2023, 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. The provider has worked closely with the local authority to provide staff with training to ensure they understand how to identify, record and report signs of potential abuse. In addition, staff understand how to manage children's behaviour appropriately and there are arrangements in place to provide staff with supervision to help improve their practice.

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](#).