

## **Complaint about childcare provision**

Ref: EY483520/5508924

Date: 13 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](http://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 24 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 7 September 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.

Actions needed by 29 September 2023:

put in place effective arrangements for the supervision of staff which encourages the confidential discussion of sensitive issues

ensure practitioners designated to take lead responsibility for safeguarding children in the setting are confident in their role to enable them to respond in a timely and appropriate way to any concerns

implement robust systems to ensure that safer recruitment practices are followed at the point of employment and to assess the continued suitability of any person likely to have regular contact with children.

The provider has responded to the notice. Managers and leaders have completed training to improve their knowledge and understanding of how to implement staff supervision and safer recruitment procedures. Termly staff supervision meetings have been put in place and all staff have completed safeguarding training. In addition, the provider has completed training on how to work with the Local Authority Designated Officer.

Ofsted is satisfied with the action taken.

### **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](#).