

Complaint about childcare provision

Ref: EY381774/5535005

Date: 18 October 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 15 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 25 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. 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 16 October 2023:

- put effective arrangements in place for staff to receive supervision to support them in their role
- review the safeguarding policy to ensure this relates to the latest government guidance 'working together to safeguard children'
- ensure that any changes to the manager are notified to Ofsted.

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

On 19 October 2023, the provider responded to the actions set. We found that the provider had reviewed their safeguarding policy to relate to the latest government guidance. The provider has notified Ofsted of the changes to the manager and put arrangements in place for staff to receive supervision to support them in their role. The provider now fully understands their responsibilities.

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](#).