

Complaint about childcare provision

Ref: EY561730/5524195

Date: 6 November 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 29 August 2023 and 1, 5, 11, 12, and 27 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 9 October 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.

Actions needed by 30 October 2023:

- ensure all staff have sufficient knowledge and understanding of how to report concerns or allegations relating to staff and other adults to the local authority designated officer
- ensure the manager designated to take lead responsibility for safeguarding, including the provider and senior managers improve understanding of the settings safeguarding policy and procedures, in line with the guidance and procedures of the relevant local safeguarding partnership (LSP)
- provide staff with appropriate coaching and support to ensure they offer good quality learning experiences and effective support and interaction for all children, including those with special educational needs and or disabilities (SEND), to help them make good progress.
- ensure staff receive regular, effective supervision meetings which provide them with support and coaching to help them meet the needs of children
- ensure that staff receive effective induction training so that they have a clear understanding of their roles and responsibilities
- improve knowledge and understanding of notifiable events to Ofsted.

The provider will be able to give parents further information about this. 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](#).