

Complaint about childcare provision

Ref: EY466159/5579074

Date: 16 January 2024

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 2 November 2023, , we received concerns that the provider was not meeting some of these requirements. On the 10 November 2023, we carried out a regulatory visit and found the provider was not meeting some of these 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.

Actions needed by 29 November 2023:

improve processes to ensure allegations made against individuals are managed appropriately and consistently, including seeking advice from agencies with statutory responsibilities

improve all staff's understanding of child protection matters in regard to recognising inappropriate behaviour of colleagues and raising concerns swiftly so intervention takes place to effectively safeguard children

provide staff with support and coaching to implement appropriate and consistent strategies for managing children's behaviour, to help all children to feel safe and understand how to manage their own feelings and behaviour.

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

On the 4 December 2023, the provider responded to the actions set. We found the provider has taken steps to improve processes in managing and reporting allegations. This includes ensuring agencies with statutory responsibilities are involved in decision making in child protection matters at the earliest opportunity. Furthermore, the provider has worked closely with staff to provide additional training to enhance and improve staff knowledge around child protection issues and managing behaviour appropriately.

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](#).