

## **Complaint about childcare provision**

Ref: 2655479/5818041

Date: 19 September 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](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 2 September 2024, we received concerns that the provider was not meeting requirements relating to staff:child ratios, information and record keeping, supporting and understanding children's behaviour and complaints.

On 9 September 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had reviewed the support provided to the children who need extra help. Subsequently, they had updated the children's individual learning and care plans, requested support from outside agencies where required and held meetings with the children's parents.

We also found the provider was in breach of other requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 20 September 2024:

- improve staff deployment and the supervision of children, to meet children's individual needs and engage them in their play and learning
- support staff to help children understand the rules and boundaries to help them learn the consequences of their actions and be able to manage their feelings and emotions.

On 18 September 2024, the provider responded to the actions set. We found that staff had undertaken training and received support to develop their knowledge and skills with regard to staff deployment, the supervision of children and the effective management of children's behaviour. The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).