

Complaint about childcare provision

Ref: EY219678/5283762

Date: 15 November 2022

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 17 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 24 October 2022, we carried out a regulatory telephone call and this was followed up on 11 November 2022, with a regulatory visit. We found the provider was not meeting some of the 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. The provider is still registered with Ofsted.

Actions needed by 6 January 2023:

- implement suitable and effective behaviour management strategies to ensure that children's behaviour is managed appropriately, ensuring that any occasion where physical intervention is used, parents and/or carers are informed on the same day, or as soon as reasonably practicable
- ensure that safeguarding policies and procedures are implemented and rigorously followed to identify, understand and respond appropriately to signs of possible abuse and neglect, and action is taken where potential issues of concern in the child's life at home or elsewhere is identified
- ensure that information sharing with parents is effective in maintaining a two-way flow of information to ensure the safe and efficient management of the setting, and to help ensure the needs of all children are met.

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

On 2 February 2023, we carried out an inspection. We found that the provider had reviewed their behaviour management strategies and has procedures in place to ensure that parents are informed of any incidents on the same day, or as soon as reasonably practicable. The

provider's safeguarding policies, and procedures have been reviewed and additional safeguarding training completed. As a result, the provider's safeguarding knowledge has improved to ensure that where concerns are raised the provider can identify and take appropriate and swift action. The provider has reviewed how information is shared with parents and made changes according to individual families in order to meet their children's needs.

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](#).