

Complaint about childcare provision

Ref: EY362002/4451356

Date: 2 March 2020

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 the 11 February 2020, we received concerns that this provider was not meeting some of these requirements. On the 25 February 2020 we conducted an unannounced visit and found that this provider was not meeting some of the statutory requirements. We have served a Welfare Requirements Notice (WRN). 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 information about this.

Actions needed by 9 March 2020:

ensure that all staff, including those with lead responsibility for child protection understand their role to liaise with local statutory children's services agencies and to provide support, advice and guidance to other staff on any specific safeguarding issue as required

ensure all staff understand and have regard to the government's statutory guidance 'Working Together to Safeguard Children 2018' and how they must notify agencies with statutory responsibilities, such as children's social care services, without delay if they have concerns about children's safety or welfare

improve knowledge of Local Safeguarding Children Partnership (LSCP) procedures and the role of the Local Authority Designated Officer (LADO)

ensure that the safeguarding policy and procedure is in line with the Local Safeguarding Children Partnership (LSCP)

demonstrate that appropriate arrangements are in place for the supervision of staff who have contact with children and families and which provide an opportunity to discuss any issues such as concerns about children's well-being or any child protection concerns

provide evidence that you maintain accurate records and obtain and share information with parents and other professionals working with children, such as the police and social services to ensure the needs of all children are met

ensure a daily record of the names of the children being cared for on the premises, their

hours of attendance and the names of each child's key person is accurate at all time.

We will continue to monitor the provider. The provider is still registered with Ofsted.

On the 10 March 2020 we conducted an unannounced monitoring visit to check compliance with the Welfare Requirement Notice. We found the provider has taken sufficient action to meet the Welfare Requirement Notice. The provider has taken steps to ensure that all staff, including those with lead responsibility for child protection understand their role to liaise with local statutory children's services agencies and that the safeguarding policy and procedure is in line with the Local Safeguarding Children Partnership (LSCP). Also, to maintain accurate registers and records and obtain and share information with parents and other professionals working with children. The provider has appropriate arrangements in place for the supervision of staff who have contact with children and families. 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).