

## **Complaint about childcare provision**

Ref: EY290359/4544614

Date: 20 August 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](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 28 July we received information that raised concerns of a safeguarding nature.

We suspended the provider's registration because we believed children may be at risk of harm. Suspension allows time for investigations to continue. When investigations are concluded, we will review the information and assess whether the provider is meeting the requirements of the Early Years Foundation Stage Statutory framework.

We have liaised with other agencies and visited the provider. We have now lifted the suspension because the grounds for the suspension no longer apply.

During our visit to the provider, we found that not all of the requirements are met. We have issued a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below by 4 September 2020. The provider will be able to give parents further information about this.

Actions needed:

- improve knowledge and understanding of child protection and local safeguarding procedures in order to identify safeguarding concerns at the earliest opportunity and respond in a timely and appropriate way
- ensure all assistants understand your safeguarding policies and procedures to enable them to identify signs of possible abuse and neglect at the earliest opportunity and respond in a timely and appropriate way.

On 7 September we visited the provision and found that the actions have been addressed. The provider and her assistant have improved their knowledge and understanding of child protection and have reviewed and amended their policy in line with current and local guidelines. They are now better placed to be more alert to concerns and to act in a more timely and appropriate way.

This will be monitored at Ofsted's next visit. 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](#).