

Complaint about childcare provision

Ref: EY401758/4542418

Date: 30 September 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 9 and 23 July and 17 August 2020 we received concerns that this provider was not meeting some of these requirements. On 28 August 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued a notice to improve which requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this. Actions needed by 28 September 2020:

- improve staffs knowledge and understanding of appropriate safeguarding children procedures, and in particular, actions to be taken if there are allegations made against staff, and the role of the local authority designated officer (LADO)

- improve support given to children with special educational needs, by having appropriate regard to the special educational needs and disability code of practice, improving the role of the SENCO in taking an active role in liaising with other professionals and agencies, and sharing relevant information about children.

The provider informed us that they have had two guest speakers attend the setting, including the Local Authority Designated Officer (LADO), to discuss with staff the role of the LADO and what happens when allegations are made against staff or volunteers. In addition, the provider has received both local and national safeguarding updates. The provider also informed us that management staff have met to review the support given to children with special educational needs, the special educational needs and disability code of practice and the role of the SENCO and staff team within the setting. We are satisfied with the actions taken by the provider and they are 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](#).