

Complaint about childcare provision

Ref: EY543176/4753168

Date: 20 April 2021

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage 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.

We conducted a regulatory visit and found that the provider was not meeting some of the requirements. We sent the provider a notice to improve which asks them to take action. The provider will be able to give parents further information about this.

Actions needed

- ensure there is a named deputy who to take charge in the manager's absence, that the deputy manager holds at relevant childcare qualification and in your judgement, is capable to take charge by 28 April 2021
- ensure that staff update their safeguarding knowledge and understanding regarding wider child protection issues, these may include female genital mutilation, radicalisation and the prevent duty by 28 April 2021
- ensure that records are easily accessible and available for inspection by 28 April 2021

We will monitor the provider's response to ensure the action has been successfully completed.

We are satisfied the provider has met the safeguarding and welfare actions. The provider has ensured there is a named deputy manager to take place in her absence. Staff have completed additional training to ensure that they have an up to date understanding of wider child protection issues. Records are now easily accessible for inspection.

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](#).