

Complaint about childcare provision

Ref: EY448399/4777966

Date: 15 June 2021

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 29 April 2021, we received concerns that this provider was not meeting some of these requirements.

We carried out a regulatory visit on 5 May 2021 and 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.

Actions needed by 7 June 2021:

ensure that staff who are the designated safeguarding leads have a secure understanding of their role and are able to implement the Local Safeguarding Children Board's procedures to safeguard children

ensure that senior staff members are not involved in other duties that take them away from the responsibilities of their role and are deployed effectively.

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

On 8 June 2021 we carried out a monitoring visit and found that the actions had been met. We found that the designated safeguarding leads had improved their knowledge and understanding of child protection procedures and now understand their responsibilities. We also found that senior staff members were deployed effectively.

On 4 June 2021, we received further concerns that this provider was not meeting some of the requirements legal requirements in the [Statutory framework for the early years foundation stage](#). During the monitoring visit on 8 June 2021 we discussed the concerns and found the provider had not been meeting some of the requirements. However, the provider had already taken action to ensure the ongoing safety and well-being of children. The provider will be able to give parents further information about this.

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](#).