

Complaint about childcare provision

Ref: 2549652/4857902

Date: 16 August 2021

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 3 August 2021, we received concerns that the provider was not meeting some of these requirements

On 11 August 2021 we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 13 August 2021

ensure that safeguarding policies and procedures, which comply with LSCB guidance are followed, in timely manner when an allegation is made against a member of staff

develop a clear understanding of matters that must be notified to Ofsted

ensure that people looking after children are suitable to fulfil the requirements of their roles. Implement effective systems to ensure that practitioners, and any other person who is likely to have regular contact with children(including those living or working on the premises) are suitable.

On 13 August 2021 the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. We found the provider had improved their knowledge and understanding of matters that must be notified to Ofsted and ensuring the suitability of adults working with children. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).