

Complaint about childcare provision

Ref: 2515535/4864214

Date: 2 September 2021

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#) (EYFS). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 28 June 2021, we carried out an inspection and found the provider was not meeting some of these requirements. The overall effectiveness of the provision was judged to be inadequate. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 10 August 2021, we received concerns that the provider was not meeting some of the requirements of the EYFS. The provider also notified us. The notification means that the provider met their legal responsibility as set out in the EYFS.

On 11 August 2021, we conducted an unannounced visit and found that the provider had made progress toward the actions set at inspection. We found the staff have improved knowledge of local safeguarding procedures and how to identify if a child is at risk of radicalisation.

We also found that some requirements were not being met. 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 31 August 2021:

- train all staff so they have a secure knowledge of wider safeguarding issues, with particular reference to female genital mutilation
- ensure that all areas young children play in are thoroughly risk assessed.

On 1 September 2021 we conducted a visit and found that the provider had taken suitable steps to ensure young children's safety. We also found that staff have a strong knowledge of wider safeguarding matters including, how to report them. The next step will be a full 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](#).