

Complaint about childcare provision

Ref: 2519719/4829351

Date: 4 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 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 2 August 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served welfare requirement notices. 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 20 August 2021:

ensure that there is a designated safeguarding lead practitioner, who has attended appropriate child protection training, available to give support, advice and guidance to staff on an ongoing basis

ensure that all staff know the processes to follow for any allegations against leaders or staff and are confident in their understanding of the local safeguarding partner procedures

ensure there is a named deputy who is capable and qualified to take charge in the manager's absence

ensure that all staff receive induction training to help them understand their roles and responsibilities

ensure that staff are effectively deployed to meet the required staff qualification ratios.

On 23 August 2021 we carried out an inspection and sought information from the provider on how they had addressed the actions.

There are now two designated safeguarding lead practitioners, who have both attended appropriate child protection training. In addition, the provider has ensured that all staff have undergone training to reinforce their understanding of the local safeguarding partnership procedures. Staff demonstrate they are now aware of how to report allegations against leaders or staff to safeguard children.

The provider has appointed a named deputy who can take charge in her absence. This member of staff has a relevant qualification and has undergone induction for this role.

Meetings have been held between the provider and staff to discuss their roles and responsibilities. New staff have now received their induction training and the provider has given all staff a copy of the induction pack for reference.

The provider now ensures that the qualification ratio is maintained.

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](#).

