

## **Complaint about childcare provision**

Ref: EY462528/4832789

Date: 20 July 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](http://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 7 July 2021, we received concerns that the provider was not meeting some of these requirements. On 9 July 2021, we carried out a regulatory telephone call, and on 13 July we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We 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 13 September 2021:

- ensure that all staff understand the safeguarding policy and procedures to enable them to identify possible signs of abuse and neglect and to respond to these in a timely manner
- ensure that the procedures for staff deployment are followed so that children's needs are met at all times, including those times when the manager is working as part of the staff:child ratios.

Additionally, we found that the provider was not meeting one other requirement and had taken action to put this right. The provider will be able to give parents further information about this.

Action taken by the provider:

The provider improved their procedures for notifying agencies with statutory responsibilities when there are concerns about children's welfare.

On 13 September 2021, we carried out a monitoring visit. We found that the provider had ensured that all staff understand the safeguarding procedures. They now know how to recognise potential signs of abuse or neglect and report these to the relevant statutory agency. Additionally, the provider has developed procedures whereby the manager can access further staff when she is working as part of the staff:child ratios.

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](#).