

## **Complaint about childcare provision**

Ref: EY466519/4867222

Date: 31 August 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 13 August 2021 we received concerns that this provider was not meeting some of these requirements. Following a telephone regulatory event 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. The provider is still registered with Ofsted.

Actions needed by 9 September 2021:

ensure the designated safeguarding lead (DSL) fully understands the boundaries of their role and liaises with local statutory children's services agencies, and with the local safeguarding children partnership (LSCP) appropriately and promptly when a concern is raised about children

train all leaders and staff to understand the safeguarding policy and procedures, paying particular regard to how to identify children who may be at risk of abuse or neglect and how to refer in a timely way.

Ofsted are satisfied with the action taken by the provider.

### **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](#).