

Complaint about childcare provision

Ref: EY549654/4890734

Date: 30 November 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 10 September 2021, we received concerns that the provider was not meeting some of these requirements.

On 15 November 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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 5 January 2022:

- ensure all staff including the manager have an adequate understanding of the safeguarding policy, procedures and issues, so that they are able to identify safeguarding concerns and respond to them, in a timely and appropriate way
- ensure staff have regard to the government's statutory guidance 'Working Together to Safeguard Children' and the 'Prevent duty guidance for England and Wales'
- ensure the manager and staff fully understand the procedures to follow regarding allegations of harm or abuse about any person, living, working or looking after children on the premises
- ensure that people looking after children are suitable to fulfil the requirements of their role, so they can help and protect children so that they are kept safe
- ensure the manager and staff receive appropriate induction training to enable them to understand their role and responsibilities and make sure there are effective arrangements for ongoing supervisions to provide necessary support, coaching and training
- ensure there is a named deputy in post who is capable and qualified to take charge in the

absence of the manager.

We will monitor the provider's response to ensure the actions are successfully completed.

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](#).