

Complaint about childcare provision

Ref: EY549747/4942433

Date: 21 December 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 1 November 2021, we received concerns that the provider was not meeting some of these requirements.

On 13 December 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirement 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 2021

take action to ensure that staff designated to take the lead for safeguarding act and respond swiftly to emerging concerns to safeguard children

ensure all staff have a secure understanding of safeguarding, in particular the practice and procedures to robustly record any information that may suggest a child is at risk of harm

improve the procedures for monitoring and supervising staff practice.

On 5 January 2022 we carried out an unannounced visit to the provider and found that they had responded to the actions set.

We found that the provider had taken responsibility for being the designated lead for safeguarding and had reviewed the safeguarding policies and procedures. They have implemented additional processes to ensure that any emerging concerns are swiftly identified and appropriately referred.

Online safeguarding training and inhouse development sessions have helped staff to refresh and improve their knowledge and understanding of child protection procedures. Staff demonstrate they fully understand their responsibilities with regards to safeguarding children.

Management have reviewed and improved their monitoring systems. They have put processes into place to support staff's ongoing professional development and supervise their practice more effectively.

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](#).