

## **Complaint about childcare provision**

Ref: EY456935/5070158

Date: 15 March 2022

### **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 2 February 2022, we received a concern that the provider was not meeting some of the requirements. On 3 February 2022, we received a notification from the provider about the same issue. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of a significant event.

On 11 February 2022, we carried out a regulatory telephone call. 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.

Actions needed by 1 March 2022:

ensure that the named person who takes lead responsibility for safeguarding has completed an updated training course that enables them to understand and respond appropriately to signs of possible abuse and neglect and provide support, advice and guidance to any other staff

train all staff to understand and implement the safeguarding policy and procedures effectively; ensure they have and a secure knowledge of child protection and know how to respond to any concerns at the earliest opportunity, in a timely and appropriate way.

On 2 March 2022, we completed an unannounced visit to the setting. We are satisfied with the action taken by the provider to meet the welfare requirements notice issued.

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](#).