

Complaint about childcare provision

Ref: 2546771/5100930

Date: 2 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.

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 28 February 2022, we received concerns that the provider was not meeting some of these requirements. On 1 March 2022, we carried out a telephone regulatory 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 16 March 2022:

ensure staff responsible to take the lead for Safeguarding (Designated Safeguarding Lead) provide support, advice and guidance to other staff when required

take action to ensure the Designated Safeguarding Leads seek advice and refer where appropriate any child protection concerns to agencies with statutory responsibilities in a timely manner

maintain information and records that can be shared with other professionals to ensure effective and safe management of the setting and meets the needs of children effectively

ensure that the nominated individual has secure knowledge and understanding of the requirements in relation to notifications, particularly with regard to reporting individuals

connected to the organisation so that suitability can be checked.

On 25 March 2022, we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare actions raised. We found that the provider had taken steps to meet all actions. Leaders have improved their knowledge and understanding of child protection procedures and demonstrate they understand their responsibilities in liaising with agencies that have statutory responsibilities. Furthermore, the provider has improved the processes to ensure enhanced record keeping is in place for the safe and efficient management of the setting.

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](#).