

Complaint about childcare provision

Ref: 253113/5095834

Date: 26 May 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 24 February 2022, 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 17 March 2022:

- consistently implement your written safeguarding policy and procedure and ensure this is followed by all staff
- ensure the designated lead practitioner for safeguarding reports any concerns about a child's welfare to the local safeguarding partners this
- ensure all staff are trained appropriately in the safeguarding procedures, with particular regard to reporting concerns about a child's safety and welfare.

On 12 May 2022, we completed a regulatory telephone call. The main focus of the call was to check whether the provider had met the safeguarding and welfare actions raised at the last visit. Additionally, a further concern had been brought to our attention.

On 12 May 2022, we found the provider had met the safeguarding and welfare actions. The provider has ensured that all the staff within the setting have completed safeguarding training and updated their knowledge and understanding of what to do should they have concerns about a child's welfare. Furthermore, the provider has updated the safeguarding policy to ensure this is clear and concise for staff to follow regarding any safeguarding concerns. The designated safeguarding leads have also updated their knowledge and understanding of safeguarding to ensure they can act appropriately in the event of any concerns regarding children's welfare.

However, during the telephone call we found the provider was not meeting some of the requirements linked to further concerns. We have issued a notice to improve. This notice requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 30 May 2022

- ensure all reasonable steps are taken to remove or minimise potential risks to children. This includes the gap in the fence in the garden
- work more effectively with parents to ensure explanations are offered on how the Early Years Foundation Stage is delivered, with particular regard to the progress children make in the setting and feedback in relation to their care needs each day.

We are satisfied that the provider has taken the necessary steps to meet the actions raised. The gap in the fence has been mended to ensure children can play safely outside. Furthermore the provider has ensured that parents are given information on the Early Years Foundation Stage and how this is delivered in the setting. They have put staff on additional training to ensure they are clear in what is expected of them in terms of supporting children's learning and make sure that parents have regular updates on their child's learning.

The provider remains 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](#).