

## **Complaint about childcare provision**

Ref: EY244150/5160731

Date: 20 June 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 17 May 2022, we received concerns that the provider was not meeting some of these requirements particularly in relation to child protection procedures.

On 16 June 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. Following our telephone call, the provider responded to one of the breaches by updating their safeguarding policy and procedures particularly in relation to allegations made against individuals who work with children. We are satisfied that the provider has met this safeguarding and welfare requirement. However, a further breach was identified in relation to safeguarding training. We served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 4 July 2022:

- ensure that the designated lead safeguarding practitioner maintains relevant child protection training to enable them to undertake their role.

We monitored the response and found that the provider had undergone training to improve their knowledge and understanding of child protection procedures and now fully understands their responsibilities.

We are satisfied the provider has met the safeguarding and welfare action 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](#).