

Complaint about childcare provision

Ref: 227205/4893919

Date: 21 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 14 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 17 June 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.

Actions needed by 5 July 2022;

- ensure staff have a robust understanding of safeguarding and understand signs and symptoms of possible abuse and the procedures to follow in the event of concerns or allegations
- maintain an accurate daily record of the hours of attendance for each child
- maintain accurate records for the safe and efficient running of the setting, with particular regard to staff attendance records.

On 6 July 2022, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised at the last visit. We found that staff had a sound knowledge and understanding of safeguarding. They are aware of different signs and symptoms of possible abuse and know the procedures to follow in the event of concerns or allegations. Record keeping has improved. The provider now ensures accurate records of children's and staff attendance are maintained.

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](#).