Complaint about childcare provision

Ref: EY339760/5172744

Date: 28 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 3 May 2022, we received concerns that the provider was not meeting some of these requirements.

On 8 June 2022 and 24 June 2022, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 8 July 2022

• ensure all staff, including the provider and senior managers improve their understanding of the settings safeguarding policy and procedures, in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB), in particular, in the event of an allegation being made against a member of staff

• ensure all staff understand the need to protect the privacy of the children in their care as well as the legal requirements that exist to ensure that information relating to children and parents are handled in a way that ensures confidentiality

• improve your knowledge of significant events that must be notified to Ofsted.

The provider will be able to give parents further information about this. 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.