

Complaint about childcare provision

Ref: EY536606/5207903

Date: 5 August 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 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 2 August 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 19 August 2022:

- ensure all staff have a good knowledge and understanding of various child protection issues, including FGM and radicalisation so that they are able to identify when an allegation is made against staff and to follow the correct safeguarding policies and procedures
- improve the recruitment procedure to ensure it includes thorough vetting processes for all staff
- improve the key person system to ensure that staff are able to meet their key children's individual needs, particularly, when children are unsettled or require more attention
- ensure staff are aware of safe sleeping arrangements, in particular that they place infants down to sleep safely in line with latest government safety guidance

We reviewed the provider's response and found that they had improved recruitment procedure and ensured all staff have a good knowledge and understanding of various child protection issues and follow correct procedure when needed. We also found that the provider had improved the key person system and staff's knowledge of safe sleeping arrangements. 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](#).