

Complaint about childcare provision

Ref: 147571/5207869

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 29 June 2022, the provider notified us of a safeguarding matter. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere).

On 25 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 26 July 2022, we carried out a regulatory visit. We found that 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 17 August 2022:

- ensure that the designated safeguarding leads are clear about their roles and responsibilities and follow correct safeguarding policies and procedures in line with the guidance and procedures of the relevant local safeguarding partners (LSP), particularly when allegations are raised against staff
- improve the recruitment procedures to ensure it includes thorough vetting processes for all staff

- ensure sleeping children are safe, in particular that their bedding is in good condition
- improve knowledge and understanding of what must be notified to Ofsted, in particular significant events that may affect the suitability of the early years provider and changes to the directors.

On 17 August 2022, the provider responded to the actions set. We found that they had taken steps to bring about improvements. The provider had updated recruitment procedures, improved sleeping arrangements for children by replacing bedding and refreshed their knowledge about when to make a notification to Ofsted. The provider is receiving ongoing support from the Local Authority Designated Officer to improve their reporting procedures. We are satisfied the provider has taken appropriate steps; we will assess this further with the provider. 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](#).