

Complaint about childcare provision

Ref: EY488801/5230876

Date: 26 September 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 11 August 2022, we received concerns that the provider was not meeting some of these requirements.

On 31 August 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 16 September 2022:

- ensure that all who are designated to take lead responsibility for safeguarding children are clear of the action to be taken in the event of an allegation being made against a member of staff
- ensure that all who are designated to take lead responsibility for safeguarding children understand their responsibility for liaising with local statutory children's services agencies, and with the Local Safeguarding Partnership
- ensure that all staff complete training to enable them to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way.

We will monitor the provider's response to ensure the actions are successfully completed.

On 22 September 2022 we monitored the provider's compliance with these requirements.

We found that the manager and the deputy manager have completed training which has given them a better understanding of their responsibility for liaising with local statutory children's services agencies, and with the Local Safeguarding Partnership. Staff have completed training to help them identify signs of possible abuse, and their responsibility to follow internal and local referral procedures in order to protect children from harm.

We are satisfied that the provider has taken appropriate steps to address the weaknesses in practice. 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](#).