

## **Complaint about childcare provision**

Ref: 300808/5209228

Date: 5 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](http://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 13 July 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 issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 14 September 2022:

- complete thorough risk assessments, particularly in relation to any improvement works taking place at the setting, so that all reasonable steps are taken to keep children safe, including preventing unauthorised persons entering the premises
- ensure all staff understand your safeguarding policy and procedures, particularly the role of the local authority designated safeguarding officer (LADO) and the action to be taken in the event of an allegation being made
- ensure all staff have up to date knowledge of safeguarding issues and are able to identify signs of possible abuse and neglect.

On 11 September 2022 the provider responded to the actions set. We found that the provider had completed thorough risk assessments, particularly in relation to any improvement works taking place at the setting, including preventing unauthorised persons entering the premises. Furthermore, the provider had taken action to improve all staff's knowledge and understanding of child protection procedures and now fully understands their responsibilities.

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](#).