

Complaint about childcare provision

Ref: 2633937/5281627

Date: 31 October 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 18 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 21 October 2022, we carried out a regulatory telephone call. 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 31 October 2022:

- ensure staff are fully aware of and implement the safeguarding policy and procedures, with particular regard to reporting and escalating concerns
- train staff to improve their knowledge and understanding of the potential signs and symptoms that a child might be at risk of harm.

On 31 October 2022, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. Staff have received additional training to recognise the signs and symptoms of abuse and how to report and escalate any potential concerns. In addition, systems and processes for sharing information with managers have been improved.

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](#).