

Complaint about childcare provision

Ref: EY318549/5271529

Date: 2 November 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 6 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 12 October 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 28 October 2022:

- improve the procedures for staff to follow where they have any issues of concern in a child's life at home or elsewhere and ensure it includes an explanation of any action to be taken to safeguard the child

- ensure the designated safeguarding lead for the setting has adequate training to enable them to identify, understand and respond appropriately to signs of possible abuse

- develop staff's understanding of potential types, signs and symptoms of abuse and how to respond to them in an appropriate and timely way, including how to maintain accurate

records

- improve the arrangements for staff supervision to promote training, and encourage discussion of sensitive issues including child protection concerns

- ensure information and records about children and families are maintained so they can be shared with the relevant professionals, including the police, social services and Ofsted

- ensure children's records are kept up-to-date, specifically parent's contact details, emergency contact details and any person who has parental responsibility for the child.

On 17 October 2022, we carried out a regulatory telephone call. We suspended the provider's registration on 17 October 2022 because we believe children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children. The provider has a right to appeal against a suspension. The provider may not provide childcare for which registration is required while the suspension is in place and may commit an offence if they do so.

We will monitor the provider's response after the 28 October 2022 to ensure the actions are successfully completed.

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. The designated safeguarding leaders have accessed appropriate professional development to enable them to fulfil their role effectively. Staff demonstrate clear understanding of how to identify, record and report concerns about children's welfare. In addition, they have had opportunities for supervision. The provider has taken steps to gather accurate information and records about children, which can be shared with other professionals swiftly. We are satisfied the provider has met the safeguarding and welfare actions raised.

On 01 November 2022, we lifted the suspension because the provider took appropriate action to deal with the matter that led to the suspension. We are satisfied that the identified risk of harm to children has been removed. 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](#).