

Complaint about childcare provision

Ref: EY266488/5292637

Date: 11 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 1 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 7 November 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. We also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration and an offence. The provider is still registered with Ofsted.

Actions needed by 11 November 2022:

ensure safeguarding policies and procedures are followed in the event of an allegation against a member of staff

ensure responsibilities under the Safeguarding Vulnerable Groups Act 2006 are followed, which includes a duty to make a referral to the Disclosure and Barring Service where a member of staff is dismissed

ensure staffing arrangements meet the needs of all children and ratio requirements are always adhered to keep children safe.

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

On 14 November 2022, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of the action to take in the event of an allegation against an adult. Also, the relevant local safeguarding partners (LSP) to take advice from where a referral to the Disclosure and Barring Service may need to be made. The provider has reviewed the staffing arrangements to ensure all children's needs are met and ratio requirements are always adhered to keep children safe.

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](#).