

Complaint about childcare provision

Ref: EY385263/5269026

Date: 2 December 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 3 October 2022, we received concerns that this provider was not meeting some of these requirements. On 25 October 2022, we carried out a regulatory call. We found that the provider had failed to notify us of a change to persons living on the premises, which is a requirement of their registration. We also found the provider was not meeting some of the other 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.

Actions needed by 15 November 2022:

- ensure that you have an up-to-date knowledge of child protection, and are able to identify signs of possible abuse and neglect and respond in a timely way
- ensure that you are familiar with the guidance and procedures of the local safeguarding children partnership for referring child protection concerns
- ensure that there is an appropriate procedure in place to manage any allegations

On 22 November 2022, we carried out a welfare requirements notice monitoring call. We found that the provider has met the actions due by 15 November 2022. The provider has improved their knowledge and understanding of child protection procedures and now fully understand their responsibilities.

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](#).