

Complaint about childcare provision

Ref: EY546746/5315454

Date: 23 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 28 November 2022, we received concerns that the provider was not meeting some of these requirements.

On 21 December 2022, we carried out a regulatory telephone call. 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.

Actions needed by 20 January 2023:

- ensure staff with lead responsibility for safeguarding are able to recognise concerns related to children's welfare and follow the local safeguarding partnership's procedures without delay

- ensure all staff understand how to recognise the signs and symptoms that indicate a child might be at risk of harm and know how to escalate their concerns to external safeguarding agencies.

On 23 January 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions raised. We found that the designated safeguarding lead (DSL) and deputy DSL are clear about their safeguarding roles and responsibilities. They have attended additional training and are booked on more intensive training. They have also signed up to and attend local authority safeguarding cluster groups and receive regular electronic safeguarding updates. They liaise with the local safeguarding partnership when concerns about children's welfare arise and maintain records appropriately. Staff have received training and have regular discussions about safeguarding and child protection during meetings and one-to-one discussions. They know who to escalate child protection issues to if they feel their concerns have not been followed up

appropriately.

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](#).