

## **Complaint about childcare provision**

Ref: 113829/5333753

Date: 23 January 2023

### **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](http://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 21 December 2022, we received concerns that the provider was not meeting some of these requirements.

On 19 January 2023, we carried out a regulatory visit. We found the provider had not been meeting some of the requirements relating to the concern, specifically, the supervision of children. However, the provider had taken action to ensure children are always in sight or hearing of staff. Furthermore, we also found the provider was not meeting 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.

The provider is still registered with Ofsted.

Actions needed by 03 February 2023:

- take action to ensure managers and all staff consistently understand the settings safeguarding procedures, and know how to respond to any child protection concerns in an appropriate and timely manner

- ensure that all those that take the lead responsibility for safeguarding have sufficient training and knowledge to implement the child protection policy effectively
  
- ensure all staff, including those who take the lead responsibility, have a secure knowledge and understanding of the signs that might indicate children are at risk of harm, in line with the local safeguarding partners guidance and procedures
  
- ensure those who take lead responsibility, take action to notify agencies in a timely manner where there are concerns about children's safety and welfare
  
  
- improve the managers knowledge and understanding of what they must notify Ofsted about.

On 07 February 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 in the welfare requirements notice.

We found that the provider has put training in place to ensure all staff including the manager and designate safeguarding lead, have sufficient knowledge to implement the child protection policy. We found all staff can identify potential signs of abuse, and take appropriate action in timely manner, in line with local safeguarding partnerships. The provider has ensured that Managers have sufficient knowledge to ensure they take action to notify agencies. The provider has improved their knowledge of significant events they must notify Ofsted about.

We are satisfied the provider has met the safeguarding and welfare actions raised.

The provider will be able to give parents further information about this

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](#).