

Complaint about childcare provision

Ref: 253244/5327912

Date: 10 February 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 13 December 2022, we received concerns that the provider was not meeting some of these requirements. On 15 December 2022, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 13 January 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We 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 3 February 2023:

- ensure that robust safeguarding policy and procedures are implemented to safeguard children
- ensure that the manager and staff can identify the signs that may suggest a child is at risk of harm, and they respond in a timely and appropriate way.

On 7 February 2023, we carried out a regulatory visit. The provider responded to the actions. We found that the provider had ensured a robust safeguarding policy and procedure was being implemented to safeguard children. Additionally, they had ensured the manager and staff had improved their knowledge and understanding of the signs that could suggest a child was at risk of harm, and they now fully understand their child protection responsibilities. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

Additionally, during the regulatory visit on 7 February 2023, we found a new area of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. The provider has failed to notify Ofsted of changes to the legal entity of the registered body. This is an offence, and the

provider must rectify 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](#).