

Complaint about childcare provision

Ref: EY411404/5358208

Date: 22 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 25 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 14 February 2023 and 22 February 2023, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements, regarding safeguarding policy and practice and staff training. We have issued actions for the provider to take.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 10 March 2023:

- ensure the safeguarding policy is updated and includes all required guidance to support staff and ensure children are safeguarded

- train all staff to understand the safeguarding policy and procedures, in particular if an allegation is made against the designated safeguarding lead/manager, and ensuring these are implemented effectively

- ensure induction for new staff is robust and include safeguarding training for all staff.

On 10 March 2023, the provider responded to the actions set. We found that the provider has updated their policy and ensures that staff understand their responsibilities to follow and implement procedures should an allegation be made against the designated safeguarding lead/manager. The provider ensures that new staff receive appropriate induction training and are booked on relevant safeguarding training.

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](#).