

Complaint about childcare provision

Ref: 2543296/5368283

Date: 3 March 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 31 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 2 March 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider failed to follow the Local Safeguarding Children Partnership (LSCP) procedure in respect of an allegation against a member of staff. However, the provider has since completed training to enhance their knowledge in this regard.

We have also 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 16 March 2023.

ensure that you meet the responsibilities under the Safeguarding Vulnerable Groups Act 2006, which includes a duty to make a referral to the Disclosure and Barring Service where a member of staff is dismissed (or would have been, had the person not left the setting) because they have harmed a child or put a child at risk of harm

update safeguarding policies to ensure they are in line with Local Safeguarding Children Partnership (LSCP) procedures and include the accurate action to take in the event of an allegation being made against a member of staff.

On 16 March 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures, specifically the action to take in the event of an allegation against a member of staff and now fully understands their responsibilities. Also, when and how to make a referral to the Disclosure and Barring Service.

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](#).