

Complaint about childcare provision

Ref: EY343114/5131605

Date: 1 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 provider is not meeting requirements, we can take action to ensure they put matters right.

On the 11 October and 25 November 2022, we received concerns that the provider was not meeting some of these requirements. Furthermore, on the 28 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.

On the 27 January 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirement 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 21 February 2023:

- improve staff's understanding of the safeguarding policy and procedures, enabling them to identify child welfare concerns and report to statutory agencies as and when required

- implement effective and robust recruitment and vetting procedures to assess staff's suitability and ensure all adults looking after children are suitable to fulfil the requirements of their role

- ensure all staff, including those with additional responsibility, have appropriate induction, and supervision to support their knowledge and skills so they fully understand how to meet their roles and responsibilities.

On the 1 March 2023 we carried out an inspection. A part of the inspection was to check whether the provider had met the safeguarding and welfare actions. The provider has taken steps to ensure all actions had been met. Leaders and staff have an improved knowledge of safeguarding procedures and issues that may suggest a child is at risk of harm and how to refer this. Furthermore, safer recruitment processes have been reviewed and are much more robust to ensure staff suitability is checked and followed up in a timely manner. Lastly, all staff receive supervision opportunities and support in order for them to understand and carry out their roles and responsibilities.

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](#).