

Complaint about childcare provision

Ref: EY551191/5413827

Date: 11 May 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 5 April 2023, we received concerns that the provider was not meeting some of these requirements. On 11 April 2023, 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 any significant event which is likely to affect the suitability of any person who cares for children on the premises.

On 18 and 19 April 2023, we carried out regulatory telephone calls and additional information was received from the provider on 19 April 2023. We found the provider was not meeting some of the requirements. On 24 April 2023 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 1 May 2023:

- ensure allegations are reported to Ofsted and the local authority designated safeguarding officer (LADO) within the required timescales
- ensure all staff are alert to issues of concern in a child's home life, including non-attendance without explanation or ability to make contact with parents, and that any concerns about a child's welfare are acted on in a timely manner.

On 2 May 2023, the provider responded to the actions set. We found that the provider has improved their knowledge and understanding of allegation procedures and the timescales within which to report to the LADO and Ofsted. The provider has reinforced staff's understanding of the procedures to use when concerns arise about a child, including unexplained absences and a lack of contact with parents.

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](#).