

Complaint about childcare provision

Ref: EY302408/5441443

Date: 8 June 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 22 May 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 a significant event.

On 25 May 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 had taken action to make their risk assessment processes more robust and had secured the fence.

In addition, we also identified new areas of concern. This means that the provider was not meeting all of the requirements. We have 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. The provider is still registered with Ofsted.

Actions needed by 09 June 2023:

- ensure that safeguarding procedures for reporting concerns about children to local safeguarding partners are effective and are implemented consistently by designated safeguarding leads
- understand and implement a safeguarding policy in line with the relevant local safeguarding partnership processes for reporting allegations against a member of staff.

On 12 June 2023, we carried out a regulatory visit. The focus of the visit was to check whether the provider had met the safeguarding and welfare actions.

We found that the provider had improved their knowledge and had implemented a safeguarding policy in line with local safeguarding partnership processes for reporting allegations against a member of staff. The provider has ensured that there are effective safeguarding procedures for reporting concerns about children and designated safeguarding leads have undertaken further 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](#).