

Complaint about childcare provision

Ref: 2531045/5480858

Date: 2 August 2023

Summary of outcome

2 August 2023

Our reference 2531045/ 5480858

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 10 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 20 July 2023, we carried out a regulatory visit. We found the provider was not meeting some 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 3 August 2023:

- ensure the designated safeguarding lead has a secure knowledge and understanding of correct procedures to follow if concerns are raised about a staff member's practice

- ensure all staff demonstrate a secure knowledge of the 'Prevent' duty guidance of England and Wales and understand how to escalate safeguarding concerns to outside agencies when required

- improve knowledge and understanding of incidents in which a notification to Ofsted is required.

On 4 August 2023, we conducted a telephone call to check what steps the provider has taken to meet the actions set. We found that the designated safeguarding lead had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities to notify Ofsted of significant events. The provider has also taken steps to address gaps in staff's knowledge in relation to the 'Prevent' duty and when to escalate concerns outside of the setting.

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](#).