

Complaint about childcare provision

Ref: 305009/5484241

Date: 22 August 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 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 18 July 2023, we carried out an inspection and found the provider was not meeting some of these requirements. The report and inspection outcome will be published in due course. Following the inspection, we served a welfare requirements notice on 9 August 2023. 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 16 August 2023:

- ensure leaders understand safeguarding procedures to protect children, including the procedures to follow in the event of an allegation against a member of staff
- improve the managers and staff knowledge of child protection and procedures to follow, so that they are able to quickly identify potential signs of abuse and refer to the appropriate agencies in a timely manner
- implement effective supervisions to monitor and support staff practice and provide staff with an opportunity to confidentially discuss sensitive issues.

On 21 August 2023, Ofsted carried out a monitoring visit to check whether the provider had met the actions. We found that the provider had reiterated the safeguarding policies and procedures with the management team and the staff to ensure these were fully understood. Additionally, all staff and leaders had undergone further safeguarding training which covered potential signs of abuse, the referral processes, and procedures to follow in the event of an allegation made against a member of staff. The provider has also ensured that all staff have had supervisions to support staff practice, and to be able to discuss any safeguarding concerns. All actions have been met.

The provider will be able to give parents further information about this.

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](#).