

Complaint about childcare provision

Ref: EY479787/5792341

Date: 9 August 2024

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 30 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 1 August 2024, 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 20 August 2024:

- ensure that all staff working with children have attended training that provides them with knowledge and understanding of safeguarding, specifically how to identify a child may be at risk of harm; what to do if staff are concerned about a child and the referral process if concerns are raised about children and/or staff members in line with local safeguarding partnership guidance
- ensure that the lead practitioner is trained to provide support, advice and guidance to all staff on an ongoing basis, and on any specific safeguarding issue as required; ensure that the lead practitioner attends a child protection training course, that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect in line with local safeguarding procedures
- ensure appropriate arrangements are in place for the supervision of staff who have contact with children and families and that provides support, coaching, and training for the practitioner and promotes the interests of children
- ensure that people looking after children are suitable and have the relevant qualifications and training.

We will monitor the provider's response to ensure the actions are successfully completed. 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](#).