

## **Complaint about childcare provision**

Ref: EY553661/5812003

Date: 17 October 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](http://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 23 August 2024, we received concerns that the provider was not meeting requirements relating to several areas of the early years foundation stage.

On 20 September 2024, 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 13 October 2024:

- ensure staff know and follow effective reporting procedures if they have concerns about children's safety or welfare, including notifying their local authority children's social care team and in emergencies the police
  
- improve leadership and management of the provision to monitor staff practice and ensure they know correct reporting procedures, in particular if staff have a concern about the behaviour of a colleague
  
- ensure there is a deputy manager in place who is capable of taking charge of the

provision in the absence of the manager.

We will monitor the provider's response to ensure the actions are successfully completed.

On 14 October 2024 we carried out a further regulatory visit to monitor the action taken. We found that the provider had supported staff to improve their knowledge and understanding of child protection procedures through additional training. We found that staff now have regular meetings with leaders and managers and have a secure understanding of reporting procedures, in particular if they have concerns about the behaviour of a colleague. Furthermore, a new deputy manager has been recruited into post.

The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).