

Complaint about childcare provision

Ref: 2588491/5675224

Date: 17 March 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 5 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 13 March 2024, we carried out a regulatory visit. We found the provider does ensure that there is a practitioner who is designated to take lead responsibility for safeguarding.

We found that the provider was not meeting some of the requirements and they took action to put some of these right at the visit by ensuring staff:child ratios were swiftly met.

We also found that the provider was not meeting some other requirements. We served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 10 April 2024:

- ensure the policies and procedures to safeguard children are implemented effectively and that they are in line with the guidance and procedures of the relevant local safeguarding partners (LSP)
- ensure that the designated safeguarding leads understand their role and responsibilities in following up on safeguarding concerns in a timely manner
- ensure staff are supported to be able to identify signs of possible abuse and neglect and that they are knowledgeable about how to respond in a timely and appropriate way
- ensure that safeguarding records are clear and sufficiently detailed.

On 15 April 2024, we carried out a regulatory visit to check whether the provider had met the safeguarding and welfare actions raised at the last visit. We found the provider had reviewed and updated the setting's policies and procedures to safeguard children. These are now in line with the guidance and procedures of the relevant local safeguarding partners

(LSP). The designated safeguarding leads have updated their knowledge and are clear about their role and responsibilities in following up on safeguarding concerns. Safeguarding records have been reviewed to ensure they are clear and sufficiently detailed. More rigorous oversight is in place to oversee the safeguarding procedures in the setting. The provider has supported staff to improve their knowledge and understanding of child protection policies and procedures.

We are satisfied with the action taken by the provider.

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](#).