

Complaint about childcare provision

Ref: 207443/5547452

Date: 8 December 2023

Summary of outcome

All early year's providers must meet the legal requirements in the Statutory framework for the early year's 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 29 September 2023, we received concerns that the provider was not meeting the requirements.

On 02 November 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served a welfare requirements notice on 14 November 2023. This is a legal notice that requires the provider to take the actions below within the timescales set out. We have issued actions for the provider to take.

Actions needed by 24 November 2023:

ensure that an effective policy is in place and implemented that enables a swift response to any possible signs that a child may be at risk of abuse or neglect

ensure that you develop your knowledge and understanding of the procedure to follow if there is an allegation made against adults working or living on the premises

ensure you tell Ofsted about anyone you intend to use as an assistant, verifying they have received a suitability letter from Ofsted before being left unsupervised with minded children

ensure appropriate arrangements are in place for the safe supervision of children at all times.

On 02 November 2023, we found the provider had failed to notify Ofsted, of a significant event within the required timeframe, which is a requirement of their registration.

The provider has since demonstrated that they are aware of what information needs to be notified to Ofsted. We are satisfied that the provider will inform Ofsted of any notifiable changes in the future.

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

On 06 December 2023, we carried out a monitoring visit and found the provider had responded to the actions set.

We found that the provider had strengthened their safeguarding policies and procedures, with particular regard to reporting concerns about a child's welfare or where an allegation has been made against any adult living or working on the premises. The provider has refreshed their knowledge about the process to follow should they wish to use an assistant, ensuring a suitability letter is received from Ofsted prior to individuals being left unsupervised with minded children. The provider has reflected on how she supervises children effectively to ensure children are usually within sight and hearing of staff and always within sight or hearing.

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](#).