

Complaint about childcare provision

Ref: 2625167/5522355

Date: 5 October 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 29 August 2023, we received concerns that the provider was not meeting some of these requirements.

On 7 September 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 2 October 2023.

- ensure that all persons with governance and oversight understand their roles and responsibilities
- ensure that all staff, including those with designated safeguarding roles, have a clear knowledge of all safeguarding policies and procedures, so that they gain a confident understanding of how to recognise and respond to any concerns about staff behaviours, including who to report these to, outside of the setting
- implement robust recruitment and induction processes to ensure that all staff working with children are suitable to fulfil their roles and responsibilities
- provide support, training and supervision for the manager and all staff, to ensure that they have appropriate knowledge, skills and understanding to fulfil their roles and responsibilities.

On 2 October 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. They have ensured that staff, including those with designated safeguarding roles, understand how to recognise and respond to safeguarding concerns about staff. The provider understands how to report these concerns, outside of the setting and the timescales for notifications. The provider has improved training, supervision and support for all staff, including the manager, so that they understand and fulfil their roles and responsibilities. They have implemented changes to recruitment to ensure the suitability

of all staff working with children.

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](#).