

Complaint about childcare provision

Ref: 2747096/5774389

Date: 12 September 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 8 July 2024, we received concerns that the provider was not meeting requirements relating to Suitable People.

On 9 September 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. The provider has failed to notify Ofsted of a significant event that is likely to affect suitability. This is an offence. We will take this failure into consideration should any further breaches occur. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 4 October 2024:

- ensure robust recruitment procedures are followed so that people looking after children are suitable

On 20 September 2024, the provider responded to the action set. We found that the provider had reviewed and updated their procedures for safer recruitment. 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](#).

