

Complaint about childcare provision

Ref: 309377/5867544

Date: 23 December 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 <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 30 October 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Suitable people, Health, Safety and suitability of premises, environment and equipment, Information and record keeping.

On 10 December 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We served a welfare requirements notice. This is a legal notice that required the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 24 January 2025:

- ensure that safeguarding policies and procedures reflect the action to take in the event of an allegation being made against a member of staff
- ensure effective supervision is in place to provide staff with support, coaching and training that promotes the interests of children.

On 29 January 2025, we carried out a regulatory visit. We found that the provider was meeting requirements. Leaders have completed a full review of safeguarding policies and procedures, this includes the action to take in the event of an allegation against a member of staff. Furthermore, all staff have accessed training to update their safeguarding knowledge. Leaders have started a cycle of staff supervision for all nursery practitioners.

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](#).