

Complaint about childcare provision

Ref: 2574452/5816771

Date: 4 November 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 30 August 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Suitable people and Qualifications, training, support and skills.

On 31 October 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements relating to Qualifications, training, support and skills. We have issued an action for the provider to take.

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

The provider is still registered with Ofsted.

Actions needed by 14 November 2024:

- improve safeguarding training to ensure all staff understand when concerns regarding the welfare of a child require timely referral to the relevant agencies.

We will monitor the provider's response to ensure the action is successfully completed.

On 15 November 2024, the provider responded to the action set. The provider has supported all staff, including the management team, with their knowledge and understanding of child protection procedures. Additionally, the safeguarding policies and procedures in the setting have been further strengthened. 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](#).