

Complaint about childcare provision

Ref: 2545639/5786387

Date: 30 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 21 July 2024, the provider notified us about safeguarding policies and procedures and Staff: child ratios. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events.

On 26 July 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, Staff: child ratios and Information and record keeping.

On 17 September 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. In relation to some aspects, the provider had already taken action to put this right. They had provided staff with training about effective child supervision and made changes to the layout of the premises. This means that children will be better supervised and therefore, their safety and wellbeing will be maintained. We have also served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 27 September 2024:

- ensure you understand safeguarding issues and the correct reporting procedures so that any concerns about a child's welfare are acted upon without delay.

On 30 September 2024, we carried out a regulatory telephone call. We found that the provider had improved their knowledge and understanding of child protection issues and improved their information recording and sharing procedures. 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](#).