

Complaint about childcare provision

Ref: EY242198/5854255

Date: 31 October 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 16 October 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, qualifications, training, support and skills, key person, staff: child ratios and safety and suitability of premises, environment and equipment.

On 30 October 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. 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.

Action needed by 8 November 2024:

- ensure all staff, including those that lead on safeguarding, have a secure knowledge and understanding of how to identify, record and monitor signs of possible abuse or neglect in a timely and appropriate way.

On 13 November 2024, the provider responded to the action set. We found that the provider had improved all staff knowledge and understanding of how to identify, record and monitor possible signs of abuse or neglect. They have reviewed their safeguarding policies and procedures and shared these with all staff. The provider has ensured that all staff including those that lead on safeguarding, understand the changes to the policies and can respond to concerns in a timely and appropriate way.

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 action 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](#).