

Complaint about childcare provision

Ref: 2784607/5793110

Date: 8 August 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 31 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 5 August 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 19 August 2024:

- ensure all staff have a robust understanding of the procedures they must follow to escalate safeguarding concerns
- ensure risk assessments are implemented effectively to minimise risks to children
- take steps to prevent unauthorised persons entering the premises.

On 11 August 2024, the provider responded to the actions set. This was followed up with a telephone call on 20 August 2024 to seek further clarification around their response to the actions. We found that the provider has strengthened the security of the premises and supported staff to improve their understanding of how to escalate safeguarding concerns.

We are satisfied the provider has met the safeguarding and welfare actions raised.

The provider will be able to give parents further information about this. 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](#).