

Complaint about childcare provision

Ref: EY537430/5364184

Date: 6 March 2023

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 01 February 2023, we received concerns that this provider was not meeting some of these requirements. On 03 February 2023 we carried out a regulatory visit and found the provider was not meeting some of these requirements. We have issued actions for the provider to take.

Actions needed by 17 February 2023

- implement a safeguarding policy that is in line with guidance and procedures of the local safeguarding partners, including the actions to be taken when there are safeguarding concerns about a child or if an allegation has been made

- improve safeguarding knowledge, including being able to identify, understand and respond appropriately to possible signs and symptoms of abuse and aspects of child protection, such as 'Prevent' duty.

On 16 February 2023, the provider responded to the actions set. We found that the provider had updated and implemented a new safeguarding policy. This has also been shared with parents. The provider also attended a safeguarding training to improve their safeguarding knowledge.

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](#).