

Complaint about childcare provision

Ref: 2560795/5449754

Date: 5 June 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 18 May 2023, we received concerns that this provider was not meeting some of these requirements. On 5 June 2023, we visited the provider and found that they were not meeting some of these requirements.

We issued a Notice to improve. This notice requires the provider to take the action below within the timescale set out. On 23 June 2023, we discussed the action with the provider by telephone call and found they had taken swift and effective action. Senior staff have deepened their awareness of managing allegations and working effectively with the local safeguarding partners. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 19 June 2023

improve knowledge and understanding of local safeguarding partners guidance and procedures in relation to managing allegations against staff.

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](#).