

Complaint about childcare provision

Ref: 2510097/5500236

Date: 16 August 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 27 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 15 August 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 1 September 2023:

- train all staff so they understand and effectively implement safeguarding policies and procedures, ensuring they consistently identify any possible concerns and take appropriate and swift action to safeguard children
- ensure that staff have an up-to-date knowledge of child protection issues and can respond in an appropriate way
- ensure that records are appropriately maintained, with sufficient detail, to support information sharing with other professionals and to help ensure the needs of all children are met
- ensure ratio requirements are met as set out in the 'Statutory framework for the early years foundation stage'

On 8 September 2023, we carried out a regulatory visit to monitor the providers response to the actions set. We found that the provider had improved knowledge and understanding of child protection procedures across the staff team. They have improved the process for record keeping and operate within the legal staff:child ratios to ensure children's needs are

met. 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](#).