

Complaint about childcare provision

Ref: 2536870/5534719

Date: 3 October 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 15 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 15 September 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had taken steps to review their procedures for outings, risk assessment, and staff-to-child ratios to ensure the safety and welfare of children.

During the regulatory call, we found the provider was not meeting some of the other requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 29 September 2023:

- ensure there is a clear policy and procedure to safeguard children in line with the local safeguarding partners, which includes the relevant timeframe for notifications to a local authority designated officer.

On 22 September 2023, we received the response from the provider. The provider has reviewed and updated their policy and procedure to safeguard children in line with the local safeguarding partnership. This includes the relevant timeframe for notifications to a local authority designated officer.

We are satisfied the provider has met the 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](#).