

Complaint about childcare provision

Ref: EY440837/5593357

Date: 29 November 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 13 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 27 November 2023, 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. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 8 December 2023:

- make sure the correct procedure is followed in the event that an allegation is made against someone living or working on the premises, ensuring a referral is made to the local authority and Ofsted is notified
- ensure assistants are trained to understand the setting's safeguarding policy, particularly around what to do if an allegation is made against an adult living or working on the premises
- ensure there is adequate space for children depending on their ages in accordance with the requirements of the statutory framework for the early years foundation stage.

On 12 December 2023, the provider responded to the actions set. We found that the provider had followed the correct procedure to report allegations made against anyone living or working on the premises. The provider had trained all assistants to understand the setting's safeguarding policy and assures their knowledge around what to do if an allegation is made against anyone living or working on the premises. The provider had demonstrated that she has considered the space requirements and had made the adjustments needed in the premises so that children have enough room to safely play alongside others.

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](#).