Complaint about childcare provision

Ref: 127358/5589894

Date: 29 January 2024

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 24 November 2023, we carried out an inspection and found the provider was not meeting some of these requirements.

Following the inspection we served a welfare requirements notice. This is a legal notice that requires the provider to take the actions detailed in the inspection report within the timescales set out.

On 03 January 2024, the provider responded to the actions set. We found that the provider had taken action to ensure that they follow the relevant procedures to safely recruit new staff. There is a named deputy manager in place and leaders have ensured that staff understand their responsibility to understand and apply the relevant safeguarding procedures. This includes identifying and managing potential risks to children, inside and out of the provision. Staff take part in regular supervisions and are fully supported in their roles, including ensuring the effective arrangements for children with special educational needs and/or disabilities. Security arrangements are also in place, to ensure confidentiality at all times.

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.