Complaint about childcare provision

Ref: 254050/5491052

Date: 9 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 17 July 2023 we received a concern that the provider was not meeting some of these requirements.

On 19 July 2023 we carried out a regulatory telephone call to the provider. The focus of this regulatory call was to ascertain if the provider's knowledge and understand of safeguarding policy, practice and procedures was robust and to gather further information with regard to the concern that had been raised.

On 24 July 2023 we liaised with other relevant agencies.

We found that management and staff had completed mandatory child protection training and that there are clear policies and procedures in place to safeguard children. However, the provider was less aware of the action to take if presented with specific cultural safeguarding issues, such as honour-based abuse.

We raised an action for the provider to:

■ Support staff to gain an up-to-date knowledge, and a better awareness, of specific cultural safeguarding issues, such as honour-based abuse.

The provider has now confirmed that they have successfully completed the action raised.

The provider will be able to give parents further information about this.

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.