

Complaint about childcare provision

Ref: 2742785/5643740

Date: 7 February 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 25 January 2024, we received concerns that the provider was not meeting some of these requirements.

On 5 February 2024, 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.

Action needed by 6 February 2024:

- ensure that any concerns about children's welfare are reported without delay to the appropriate external safeguarding agencies.

Action needed by 16 February 2024:

- ensure that those with lead responsibility for safeguarding can identify risks to children's safety and know the appropriate processes to follow to safeguard children.

On 7 February 2024, we carried out a regulatory telephone call. The focus of the call was to check whether the provider had met the safeguarding and welfare action due on 6 February 2004. We found that the provider had improved their understanding of the local safeguarding partnership's processes for reporting concerns about children's welfare in a timely manner.

On 20 February 2024, we carried out an inspection. We found that the provider had met the safeguarding and welfare action due on 16 February 2024. The provider had improved their knowledge of how to identify potential risks to children's safety and demonstrated a good understanding of their responsibilities in keeping children safe.

We are satisfied the provider has met the actions set in the welfare requirements notice.

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](#).