

Complaint about childcare provision

Ref: EY378724/5649169

Date: 4 March 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 1 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 23 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.

Actions needed by 15 March 2024:

- ensure the lead practitioners for safeguarding attend child protection training that enables them to identify, understand and respond appropriately in the event of an allegation being made against a member of staff
- ensure safeguarding policy and procedures are kept up-to-date and are in line with the guidance of the relevant Local Safeguarding Partners
- maintain appropriate staff: child ratios to ensure that children's needs are consistently met.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 19 March 2024, we carried out a regulatory visit to monitor the implementation of the actions. We are satisfied with the action taken by the provider. 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](#).