

Complaint about childcare provision

Ref: EY477986/5663161

Date: 11 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 20 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 6 March 2024, 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.

Actions needed by 25 March 2024:

improve all staff's knowledge to recognise and report swiftly any conduct concerns in regard to individuals working with children

ensure all staff have a robust understanding of knowing they can report beyond their designated safeguarding lead, to agencies with statutory responsibilities i.e. LADO

ensure all staff understand the expectations of professional conduct and uphold this consistently to meet the needs of children

ensure staff are deployed appropriately across the provision to ensure quality of care to children is not compromised.

On 25 March 2024, the provider responded to the actions set. We found the provider had taken steps to improve arrangements around reporting processes in safeguarding and welfare of children. Furthermore, a review of staff deployment arrangements had taken place to ensure this remains effective at all times.

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](#).