

Complaint about childcare provision

Ref: EY468342/5683804

Date: 26 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 13 March 2024, there was a notification/concern about an incident.

On 26 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 16 April 2024:

- ensure that all staff know how to recognise concerns about a child's welfare and when to make timely referrals to statutory safeguarding authorities, including the Local Area Designated Officer (LADO)
- make sure that all information and records are clear, accurate and sufficiently detailed, with particular regard to safeguarding records, to ensure the safe and efficient management of the setting
- review and improve the effectiveness of the procedures that ensure children's individual needs continue to be met in the absence of their usual key person.

On 8 April 2024, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. They have also taken action to review and improve their safeguarding procedures and the effectiveness of the key person system.

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](#).