

## **Complaint about childcare provision**

Ref: EY474376/5693942

Date: 4 April 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](http://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 26 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 2 April 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 action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 11 April 2024:

- ensure the lead practitioner for safeguarding understands their roles and responsibilities to keep children safe. This also includes ensuring staff understand and know how to respond appropriately to signs of possible abuse and neglect.

On 17 April 2024, we carried out an inspection. The report and inspection outcome will be published in due course. We found that the provider had improved how they record and review safeguarding information and ensure necessary action is taken to keep children safe. The lead practitioner had ensured that all staff and other leaders understand and know how to respond appropriately to signs of possible abuse and neglect.

We are satisfied the provider has met the safeguarding and welfare action 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](#).