

Complaint about childcare provision

Ref: EY361602/5673620

Date: 19 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 4 March 2024, we received concerns that this provider was not meeting some of these requirements. On 18 March 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an actions letter. This 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 April 2024:

- ensure that staff understand and can implement policies and procedures to keep children safe and meet the requirements of the Early Years Foundation Stage, including when to make referrals to the Local Authority Designated Officer
- ensure that staff can identify and manage concerns about children's safety or welfare and that they understand local reporting procedures
- ensure that all staff have an up-to-date knowledge of safeguarding issues.

On 12 April 2024, the provider responded to the actions set. We carried out a regulatory call on 24 April 2024 and found that the provider had improved staff knowledge and understanding of child protection procedures and now fully understand their responsibilities. All staff have received training in child protection. There is an ongoing programme of training to keep staff knowledge of child protection up to date, and procedures in place to regularly check their understanding.

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](#).