

Complaint about childcare provision

Ref: 2626499/5628769

Date: 11 June 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 12 February 2024, the provider notified us of a significant safeguarding event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider to look after children.

On 3 June 2024, we carried out an announced regulatory visit. We found the provider was not meeting some of the requirements and had taken immediate action to put this right. The safeguarding policies and procedures, particularly for when allegations are made against a member of staff have been reviewed and strengthened. The provider has also shared the updated policies with staff. In addition, all staff have undertaken professional safeguarding and managing children's behaviour training. This means that they now understand the process to follow should an allegation of abuse or harm be made against adults working or volunteering with children. Furthermore, the provider has reviewed her recruitment process. She has implemented a new induction procedure together with strengthened arrangements for staff supervision. This ensures that staff have a secure understanding of their roles and responsibilities.

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](#).

