

Complaint about childcare provision

Ref: EY364035/5845216

Date: 19 November 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 September 2024, the provider notified us about a significant event that may affect the suitability of anyone working directly with children. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage.

On 03 October 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures (including concerns about children's safety and welfare)

On 13 November 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 actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 29 November 2024:

- improve staff's understanding of the settings safeguarding policies, specifically the whistle blowing procedure in instances where there are concerns about colleagues behaviours
- improve staffing arrangements so they meet the needs of children, to ensure their safety

and positive emotional well-being.

We will monitor the provider's response to ensure the actions are successfully completed. The provider is still registered with Ofsted.

On 02 December 2024, the provider responded to the actions set. We found that the provider had improved staff's knowledge and understanding of child protection procedures, specifically whistleblowing procedures. In addition, they had made changes to the staffing arrangements and embedded routines, to ensure children's safety and well-being is prioritised. 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](#).