Complaint about childcare provision

Ref: EY468344/5897902

Date: 17 December 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 December 2024, the provider notified us about an incident relating to EYFS requirement 3.6 Safeguarding policies and procedures. 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 a significant event.

On 9 December 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 16 December 2024:

- improve knowledge and understanding of safer recruitment procedures and implement policies and procedures that are in line with local safeguarding children partnership guidance to help keep children safe.

On 16 December 2024, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of safer recruitment. They have reviewed their policies and procedures to ensure they reflect local safeguarding children partnership guidance. Safer recruitment procedures now include vetting and suitability checks for all staff, to help keep children safe. This includes staff that are paid or unpaid and those who have lived or worked abroad.

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.