

Complaint about childcare provision

Ref: EY266959/5931365

Date: 11 February 2025

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 15 January 2025 we received concerns that the provider was not meeting requirements relating to 'concerns about children's safety and welfare'.

On 16 and 20 January 2025, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

The provider will be able to give parents further information about this.

Actions needed by 3 February 2025:

- ensure that notifications are completed and reported swiftly to appropriate agencies with statutory responsibility

- ensure there is an effective written policy, with procedures in line with the local safeguarding children's partnership.

On 29 January 2025, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures.

The policy and procedures have been reviewed and amended to reflect updated document versions. An electronic copy has been emailed to all parents. The nursery staff have read the updated policy and procedures and understand the contents.

The Manager and Deputy have looked into further guidance about significant events to notify Ofsted about. They have read examples of significant events and now fully understand the importance of swift notifications to the appropriate agencies such as Children's Services when there are concerns about children's safety and welfare.

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](#).