

Complaint about childcare provision

Ref: EY469523/5931170

Date: 12 March 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 safeguarding policies and procedure and organising premises for confidentiality.

On 5 February 2025, we carried out a regulatory telephone call. 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 3 March 2025:

- train all your staff, including managers, to ensure they have a secure knowledge and understanding of safeguarding and know what action to take in the event of a child protection concern
- implement an effective safeguarding policy and procedure that ensures that any safeguarding issues or concerns are referred to the relevant agencies in a timely manner
- ensure there is an area where staff can discuss any sensitive information with parents and/ or carers confidentially.

On 7 March 2025, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. All staff have completed safeguarding training and improved their knowledge of when they must refer concerns to safeguarding partners. There are now procedures in place for when sensitive information needs to be discussed in a confidential space. 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](#).