

Complaint about childcare provision

Ref: 137762/5738979

Date: 18 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 22 May 2024, we received concerns that the provider was not meeting some of these requirements.

On 29 May 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 20 June 2024:

- ensure that the written safeguarding policy and procedures, are in line with guidance and procedures of the relevant Local Safeguarding Children Board (LSCB)
- ensure all staff, including leaders improve their understanding of the settings safeguarding policy and procedures, in particular, the procedures to follow in the event of an allegation being made against a member of staff.

We will monitor the provider's response to ensure the actions are successfully completed.

On 14 June 2024, the provider responded to the action set. We found the provider had updated their written safeguarding policies and procedures to ensure that they were in line with the relevant Local safeguarding partners. We also found the provider had ensured all staff and leaders are aware of their responsibilities and understand the reporting procedures in the event of an allegation being made against a member of staff.

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](#).