

Complaint about childcare provision

Ref: 141760/5784391

Date: 13 September 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 19 July 2024, we received concerns that the provider was not meeting requirements relating to risk assessments and supervision of staff.

On 6 September 2024 we carried out a regulatory visit to the pre-school. At this visit we found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

On 13 September 2024, the provider supplied information to demonstrate that they had addressed the actions raised. The provider has completed training to improve their awareness of what information needs to be supplied to Ofsted and procedures for reporting and recording safeguarding information. There is now a support plan in place for management.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 20 September 2024

improve understanding of what information needs to be notified to Ofsted

improve knowledge and understanding of reporting and recording procedures in line with local safeguarding children partner requirements

take action to provide supervision, monitoring, and support for staff who manage the setting.

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

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](#).