

Complaint about childcare provision

Ref: 143242/5849447

Date: 2 November 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 10 October 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures.

On 11 October 2024, we carried out a regulatory visit. 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.

Actions needed by 25 October 2024:

- ensure that safeguarding policies and procedures are kept up to date and are in line with the guidance and procedures of the local safeguarding partnership
- improve knowledge and understanding of safeguarding to identify, understand and respond swiftly to any indicators that a child may be at risk of harm, including keeping robust records
- ensure ratio requirements are met at all times to meet the needs of children and promote their safety
- keep a daily record of the names of the children being cared for on the premises and their hours of attendance.

On 31 October 2024, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures, including how to identify and respond to indicators that a child may be at risk of harm. They had reviewed and implemented a new written safeguarding policy that is in line with the local safeguarding partnership. The provider had taken action to ensure ratio requirements are met and implemented a daily attendance record. The information gathered suggests that the provider is now meeting the requirements of their registration. We are satisfied the provider has met the safeguarding and welfare actions raised.

The provider will be able to give parents further information about this. 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](#).