

Complaint about childcare provision

Ref: 153468/5715499

Date: 3 May 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 24 April 2024 we received concerns that the provider was not meeting some of these requirements.

On 3 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. The provider will be able to give parents further information about this.

Actions needed by 10 May 2024:

- ensure that leaders, managers and all those with lead responsibility for safeguarding have a good understanding of the appropriate procedures to follow to keep children safe from harm, including liaising with external agencies and providers
- ensure that appropriate safeguarding information is shared with relevant staff to help keep children safe.

On 9 May 2024, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. They now fully understand their responsibilities in working together with other settings and agencies to help keep children safe. 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](#).