

Complaint about childcare provision

Ref: 205409/5863418

Date: 9 January 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 28 October 2024, we received concerns that the provider was not meeting requirements relating to Qualifications, training, support and skills. On 20 November 2024, the provider notified us of information relating to Qualifications, training, support and skills. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant events.

On 10 December 2024, we carried out a regulatory telephone call. We raised no concerns around the requirements relating to Qualifications, training, support and skills. This is because leaders have taken action to improve the support, coaching and supervisions on offer for staff. However, we did find that the provider was not meeting another requirement. For instance, Leaders do not ensure that all those responsible for the registration have secure knowledge of local procedures to follow for safeguarding. This includes if concerns arise about a child's safety or if concerns arise about a member of staff's suitability. 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 13 January 2025:

- ensure all those responsible for the registration have secure knowledge of local procedures to follow when there are safeguarding concerns about children or adults.

We will monitor the provider's response to ensure the action is successfully completed. The provider is still registered with Ofsted.

On 16 January 2025, we carried out a regulatory telephone call with the provider. The focus of this call was to check whether the provider had met the action set. We found that the provider had improved their knowledge and understanding of safeguarding procedures to follow to ensure children's safety. We are satisfied the provider has met the safeguarding and welfare action 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](#).