

Complaint about childcare provision

Ref: 251681/6019738

Date: 1 May 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 23 April 2025, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures, supporting and understanding children's behaviour, changes that must be notified to Ofsted or the relevant childminder agency and health.

On 30 April 2025, we carried out a regulatory telephone call. 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. The provider will be able to give parents further information about this.

Actions needed by 16 May 2025:

- implement a policy, and procedures, to safeguard children in line with the guidance of the relevant Local Safeguarding Children Board which includes an explanation of the action to be taken in the event of an allegation being made against a member of staff
- ensure the designated person for safeguarding is aware of their roles and responsibilities, including, awareness of the action to be taken in the event of an allegation being made against a member of staff
- ensure staff have a secure knowledge and understanding of how to manage children's behaviour in an appropriate and effective way
- improve knowledge of the notification requirements, ensuring that Ofsted is informed of any significant events.

On 19 May 2025, we carried out a regulatory visit to monitor the welfare requirements notice. We found that the provider has responded to the actions set. They have reviewed and updated their safeguarding policies and procedures and shared them with staff. This includes clear actions to be taken if an allegation is made against adults working with children. The provider has accessed support to help staff understand how to implement effective strategies for managing children's behaviour appropriately. They have improved their knowledge of informing Ofsted of any significant events.

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](#).