

Complaint about childcare provision

Ref: 2524888/5753029

Date: 7 August 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 10 June 2024, we received concerns that the provider was not meeting some of these requirements.

On 1 July 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 22 July 2024:

- implement robust arrangements for carrying out the required progress check for children aged between two and three years
- improve knowledge of how to manage allegations against adults, including how to report these to the appropriate agencies and ensure these are made as soon as reasonably practicable
- ensure that sleeping arrangements for young children are safe and in line with government safety guidance
- implement robust risk assessment to ensure that any risks to children's health or safety are identified and action is taken to remove or minimise risks in a timely manner, particularly in the outdoor space.

On 23 July 2024 and 8 August 2024, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures relating to allegations and now fully understands their responsibilities. They have also confirmed their arrangements for completing the progress check for children aged between two and three years. The provider has suitable sleeping arrangements in place and has completed further risk assessments to provide a safe environment for children, including in outdoor areas.

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](#).