

Complaint about childcare provision

Ref: 2549621/5664566

Date: 12 April 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 21 February 2024, we received concerns that the provider was not meeting some of these requirements.

On 23 February 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 8 March 2024:

- implement and understand the safeguarding policy to follow in line with the guidance and procedures of the relevant local safeguarding partnership.

We will monitor the provider's response to ensure the action is successfully completed.

On 25 March 2024, the provider responded to the action set. We found that the provider had improved their safeguarding policy and awareness of how to implement this in line with the local safeguarding partnership. We are satisfied the provider has met the safeguarding and welfare action raised. The provider is still registered with Ofsted.

On 5 April 2024, following additional enquiries we carried out another regulatory visit to further discuss the initial concerns that the provider was not meeting EYFS requirements. At the visit, we established an additional area of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the additional area of concern we have issued action for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 22 April 2024

- take the necessary steps to ensure that all children are kept safe and well, particularly in regard to the management of children's behaviour.

We will monitor the provider's response to ensure the action is successfully completed.

On 19 April 2024, the provider responded to the action set. We found that the provider had reviewed their safeguarding policy and has updated her understanding and implementation of how children's behaviour is managed. 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](#).