

Complaint about childcare provision

Ref: 2570073/5652793

Date: 30 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 6 February 2024 we received concerns that the provider was not meeting some of these requirements. We made a number of regulatory enquiries and 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. The provider is still registered with Ofsted.

Actions needed by 29 May 2023:

Ensure the lead practitioner for safeguarding has a clear understanding of their roles and responsibilities, in particular regard to liaising with local safeguarding partners, including when allegations are made against members of staff.

Ensure that all staff are suitable to work with children and are competent to carry out their roles, with specific regard to managers.

Train staff to ensure they understand their roles and responsibilities, including implementation of robust induction of managers.

We will monitor the provider to ensure they meet the notice.

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](#).