

Complaint about childcare provision

Ref: 2644012/5922169

Date: 10 February 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 10 and 13 January 2025, we carried out regulatory telephone calls. 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 31 January 2025:

- ensure that concerns about children's safety or welfare are immediately notified to the local authority children's social care team, in line with local reporting procedures
- ensure that the lead practitioner for safeguarding attends attend a child protection training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect.

On 6 February 2025, we visited the provider and found that they had met the safeguarding and welfare actions raised in the welfare requirements notice. The provider has ensured that their safeguarding policy and procedure is now in line with the guidance and procedures of the relevant local safeguarding partners. Through discussion, the provider demonstrates that she now has a secure knowledge and understanding that if she has concerns about children's safety or welfare, she must immediately notify the local authority children's social care team, in line with local reporting procedures. The provider, who is also the designated safeguarding lead, and her deputy manager have attended a child protection training course that enables them to identify, understand and respond appropriately to signs of possible

abuse and neglect. The provider has disseminated this knowledge to her team and they now have a secure understanding of the correct safeguarding procedures to follow.

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](#).