

Complaint about childcare provision

Ref: 2655748/5615576

Date: 23 February 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 22 January 2024, we carried out an inspection and found the provider was not meeting some of these requirements.

The overall effectiveness of the provision was judged to be not met. The inspection report sets out the actions the provider was required to take to meet the requirements.

On 8 February 2024, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of the safeguarding and welfare requirements and now fully understands their responsibilities.

The provider has put in place suitable procedures for the use of mobile phones. They now have a setting mobile phone, which is the only phone to be used in the setting. The provider has revised the risk assessments and improved the security of the premises. They have also improved the staffing arrangements to ensure they can meet all the needs of the children.

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](#).