

Complaint about childcare provision

Ref: 2689802/5853652

Date: 5 November 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 16 October 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures and Qualifications, training, support and skills.

On 29 October 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. The provider had failed to notify Ofsted of an allegation of serious harm or abuse by anyone living, working, or looking after children at the premises. They also did not notify Ofsted of the action they took in response to the allegations. This is an offence. In addition, the provider did not ensure that staff effectively followed and implemented the safeguarding policy to raise the concerns appropriately. The provider will be able to give parents further information about this.

We have issued a notice of action to improve. Actions needed by 18 November 2024:

- ensure that leaders and staff follow and implement the safeguarding policy in the event of an allegation being made against a member of staff

- train all staff to understand the safeguarding policy and procedures to enable them to identify signs of possible abuse and to respond in a timely and appropriate way, this includes any concerns about staff behaviour.

On 26 November 2024, the provider responded to the actions set. We found that the provider had taken steps to ensure that staff were fully aware of the settings safeguarding policy and procedures. Staff refreshed their knowledge and understanding of safeguarding

children through training. The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).